



Internet Computing Solutions, LLC

P.O. Box 1005, Greenwood, IN 46142
Phone: 317-886-8528, TollFree: 855-411-8528, Fax: 866-571-0372

**Onsite and Remote PC/Server/Network Support
Installations, Management and Maintenance, Hardware and Software Support
After-Hours Emergency Support, Monthly Maintenance Services**

IT Consulting Services, Website Hosting & Design

Firewall Management, Intrusion Detection, Content Filtering & Vulnerability Scanning, Testing & Reporting

Call Us We Can Help

www.icoso.com, 317-886-8528

Internet Computing Solutions has more than 25 years of experience in providing complete Server, Desktop, Hardware, Software, and Network support and maintenance services. We have worked in the credit union industry since 1996 providing these same services as well as IT consulting, development, and integration services. Our extensive background, knowledge, and resources uniquely qualifies us as Credit Union IT experts. These are some of the services we offer:

File Servers

- Complete management of MS Windows based servers up to and including the most recent Windows Server Operating System.
- Complete server hardware installations, maintenance, upgrades and support
- Operating Systems/Software management
- Complete onsite and offsite backup services
- Installation, and hardware support for LINUX based servers for ERS customers

PCs/Workstations

- Complete management of MS Windows based PCs/Workstations, hardware installations, maintenance, upgrades and support.
- Operating Systems/Software management
- Third Party software installation, maintenance and ongoing support
- Diagnostics support for peripherals or other hardware attached directly to the PCs or network
- Manage MS Operating System software

Network Support

- Complete management of all data networks, routers, and firewalls.
- Hardware installations, maintenance, diagnostics, upgrades and support of all network based devices such as hubs, switches, wifi access points, routers, firewalls, etc.
- Configuration management for VPNs, Mobile VPNs, Firewall inbound/outbound access

Peripheral/Other Hardware Support

- Complete management of all peripherals used on the Network and/or PCs including printers, scanners, fax services, network based storage, and any other network attached devices.
- Hardware installations, maintenance, diagnostics, upgrades and support of all network based devices
- Configuration/integration management for all devices to PCs and Servers

New PCs, Servers, Other Equipment Purchasing and Installations

- We provide very competitive pricing on all computer related equipment.
- We can install any and all equipment purchased through us or if you decide to purchase equipment elsewhere.
- We provide very competitive pricing on installation and support services.
- We don't just open the box and turn it on like other "G-Squads". Our install services beats all competitors and we make sure everything possible is transferred over to your new computers, including all data files and supplied programs.

Vulnerability Testing and Reporting

- Vulnerability Testing and Reporting of your internet firewall, and other publicly attached servers and devices, and all of your public IP addresses.
- Scanning for over 60K known vulnerabilities and more every week.
- Annual, Quarterly, or Monthly scanning and reporting available.
- Complete diagnosis of scanning results with recommended solutions.

Business Continuity and Disaster Recovery, Systems Documentation Policies and Risk Assessment

Beginning with a clear management mandate, followed by an objective assessment of needs and priorities, we work with your team to craft a custom strategy and a tactical plan tailored to your culture, environment, style, budget and audit compliance needs.

An in-depth Risk Assessment is essential to identifying possible threats to your business security. Systems Policies are the foundation of your overall security. Some of the specific risks we look for and policies we check and help you create are:

Physical Security

- Server Room Security, Workstation/Laptop Physical Security, Data Storage and Destruction, Data Backup and Availability

Administrative Security

- Policy Issues, Personnel Security, Asset, Security and Vendor Management, Software Acquisition and Licensing

Technical/Network Security

- Data Transmission, System Monitoring, Domain/Network User Access, Core Business Application User Access

Policies

- Privacy Policy, E-Commerce Policy, Information Systems and Security Policy, Electronic Mail and On-Line Access Policy, Computer Systems Incident Response Plan, Disaster Recovery and Business Continuity, Pandemic Influenza Preparedness Plan

Website Hosting and Design

- Self-Managed or Fully Managed website hosting for all businesses large and small.
- All hosting packages include email based off your domain name. ie: you@yourdomain.org
- Email Forwarders and Auto Responders
- Design and Development services include, custom websites, custom database applications, SSL Certificates, secure online forms, and more.
- Fully Managed services include updating and maintaining all aspects of your website, all configurations, R&D, email account management, access management, etc.



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Monthly Maintenance Services

Our Monthly Maintenance Services provides you with remote and onsite services for support of all covered equipment as previously described at a reasonable monthly cost. This monthly service includes:

- Unlimited Email, Phone, and Remote Support during normal business hours: 8am-5pm EST.
- Expert advice and consulting services for your IT related hardware and software projects
- Monthly Server monitoring for backups and general operations and updates.
- Onsite services equal to 1.5x the monthly cost in number of hours at our regular rate.
- No Trip Charges for onsite services.
- Priority service over non-Monthly Maintenance Support Service customers.
- 15% discount on our regular hourly rate on additional onsite services such as: installation of new PC's, servers & other new HW/SW, and other extended onsite services such as malware/virus removal.
- Before / After hours emergency phone/remote and onsite support services available at our regular hourly rate – (see below)
- Malware / virus / adware is not included in monthly onsite hours. Remote/Onsite Removal and cleanup of malware / virus / adware are available at the discounted hourly rate (15% discount off regular rate).

Before/After Hours Emergency Support

Before/After hours Phone/Remote emergency support services available at 1.5x our regular hourly rate for remote services and 2x for onsite services. (1hr minimum)

- Operating Hours: M-F: 7a-7p & Sat. 8a-3p.
- Target Callback within 30 minutes.
- Phone/Remote Support Only
- Onsite Services can be scheduled after remote diagnosis (plus trip charge)