

The RAWTEC CONSULTING Managed Service Solution FAQ

Q. How can my business save money by using the RAWTEC TECSECURE Managed Solution?

A. Unpredictable IT costs place a real burden on your business. The RAWTEC CONSULTING Solution gives you predictable, monthly IT expenses by eliminating the costs of upgrades, monitoring, patching and operations of your infrastructure. We give you the flexibility to choose from three scalable plans essential, enhanced and elite or customize your own. You pick the plan that is right for you or pick that parts you want with a customized MSP. This allows you to redirect IT resources, reduce unanticipated support costs and plan your expenses accurately.

For a complete cost analysis, contact RAWTEC CONSULTING Sales at 877.373.0088. You may be surprised at how much we can reduce your current IT spending.

Q. Why should my business choose the RAWTEC CONSULTING Solution over hosting?

A. The greatest advantage RAWTEC CONSULTING has over hosting is that if our network or your Internet Service Provider's network goes down, your systems are still operational. Because the servers reside at each company's premises, the only thing lost during an outage is monitoring and remote backups. RAWTEC CONSULTING will be immediately notified of such an outage and will help restore the network. The RAWTEC CONSULTING solution also includes many of the benefits of hosting, such as security and server monitoring, remote storage of data and fixed monthly fees but for significantly lower cost.

Q. What if my business already has an IT staff?

A. More than a third of all businesses using the RAWTEC CONSULTING solution also employ a part-time or full-time IT staff. By eliminating the necessity to work on low-level, repetitive, non-strategic tasks, the RAWTEC CONSULTING solution frees your staff to focus on long-term strategic technology objectives, such as:

- Intranet portal services for employees
- Extranet portal services for customers
- Line of business applications

- Employee technical training
- Database development and management
- Application performance reporting
- Management of digital dashboards
- Web site development and management
- Aligning IT goals with long-term vision of the management team
- Professional training and certifications

The RAWTEC CONSULTING Solution provides a solid foundation for these initiatives and allows your company to maximize its IT investment.

Q. How does RAWTEC CONSULTING handle backups?

A. Backups are continual and managed remotely. All data is remotely sent to the RAWTEC CONSULTING data center or a local device. The initial monthly fee includes 25 GB of remote storage, and additional storage is available for an added fee. RAWTEC CONSULTING can retrieve customer files from up to 30 days prior to the last backup and this window can be extended for an additional fee.

Q. What kind of hardware is included with the RAWTEC CONSULTING solution?

A. RAWTEC CONSULTING does not provide the hardware; however, we will work with you to choose hardware from any tier one vendor. We can assist in setting up lease programs to make your upfront costs minimal. Our only requirement is your equipment be under an approved maintenance agreement or have a qualified parts program.

Q. What kind of software is included with the RAWTEC CONSULTING solution?

A. RAWTEC CONSULTING provides software from Microsoft, SoftwareONE, TechData, Ingram Micro and CDW. RAWTEC CONSULTING provides a very robust software and support platform for small businesses to grow on. The specific software will depend upon the requirements of the customer. RAWTEC CONSULTING can offer very affordable software rental programs from Microsoft as well as the ability to setup lease programs for your software purchases.

Two-stage pre-action dry pipe sprinkler system

Q. Do we need a disaster and recovery plan?

A. The RAWTEC CONSULTING solution solves most IT-related disaster and recovery problems. In the event of a disaster, such as theft or fire, RAWTEC CONSULTING can build a new server with your most recent data and have it on your premises within 24 hours. Customers will still need to plan for desktops and other business specific processes.

Q. If we accidentally delete a file, how will RAWTEC CONSULTING restore it?

A. Simply call the Help Desk at 877.373.0088 and a support representative will restore it over the phone. Or, send requests via email: Support@RawTec.com.

Q. How often are the server and software updated?

A. Under the TecSecure plan the server software are updated every time an update is release according to the published service level.

Q. How are patches and service packs applied?

A. Service packs and software updates are applied after RAWTEC CONSULTING fully tests each one in the lab. All updates are performed after business hours or according to the customer's schedule.

Q. How safe is our data?

A. The RAWTEC CONSULTING data center is a new state-of-the-art facility that includes:

- 24x7 card key access, biometric palm scans
- 24-hour on-site staffed NOC and security staff
- Intercoms, security cameras, pin code with picture IDs
- Closed-circuit television and video monitoring & permanent recording to DVD
- Multiple AC unites to keep environment at a constant temperature and humidity
- Multiple power delivery units
- Multiple UPS
- Backup generator
- Battery backups with chargers
- Automatic Transfer Switch (ATS) and Automatic Throw-Over (ATO) to switch between Public Service grid and generator
- Multiple Power Delivery Units (PDU)
- VESDA smoke detection
- FM200 Fire Suppression

Q. How secure is the server?

A. Security is of utmost importance to MICROSOFT PARTNER. We employ the latest in security technology in all servers and monitor them continually, 24x7x365. Any unusual activity is automatically reported to our highly-trained monitoring team, who follow specific escalation procedures in the event of a breach.

Q. Will existing data and email be moved to the new server?

A. All data, including email, will be moved to the new server as part of the initial setup. All existing network peripherals, such as printers, hubs, switches and routers, are configured on the new server.

Q. Do we need an Internet connection?

A. Yes – the RAWTEC CONSULTING solution requires a broadband (DSL or Cable) or better connection with static IP. If you don't have a broadband connection, RAWTEC CONSULTING can install one for an additional fee.

Q. What are the contract terms?

A. All software contracts are setup to be 3 year contracts. All service only contracts are setup for month to month with a 60-day cancellation policy. We have the option to cancel with a 30-day cancellation notice. Specific terms will be in the SLA.

Q. What if we decide to cancel the service?

A. RAWTEC CONSULTING will simply terminate the service, remove the services from the server or transfer the services to the customer. Certain prepaid items may be required to be paid to RawTec. Our intention is to make it very simple for you to enter or leave a managed service engagement. We want you to use us to supplement your staff on your timeline, not ours.