

RawTec Consulting

2017 Product and Services List



2017 Service and Product List Contents

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RawTec Consulting Detailed Product Listing

TecSecure Services

RawTec's IT Managed Service offering, TecSecure™ has the following products:

Servers and Workstations

✦ Tec-Core for Workstations and Servers

- RawTec TecSecure® simple monitoring, maintenance and alerting.
 - 24 x 7 Monitoring and Alerting on systems and hardware
 - TecSecure® agent for Windows or Mac
 - Monthly report
 - Microsoft product patching
 - System Maintenance
 - Client Web Portal for access to service requests (past, present and future), knowledge base, project and service history, invoicing, online ordering, end user management and work approval sign-off forms
 - SLA (Service Level Agreement) access to support, *charged hourly*

✦ Tec-Essentials for Workstations and Servers

- RawTec TecSecure basic network business plan. Includes all features of Tec-Core with the addition of:
 - 24 x 7 Monitoring and Alerting for performance, services, security and backups
 - Alert response with defined SLA, *charged hourly*
 - Monthly reports on system as well as Backups and Security
 - Tec-BUDR for servers. Monitored enterprise class backup and disaster recovery software (*workstations additional charge*)
 - Enterprise class anti-virus software and monitoring/removal, *removal charged hourly*
 - System maintenance, event log analysis and alerting
 - SLA access to support, *charged hourly*
 - Help Desk access for staff with SLA, *charged hourly*
 - Yearly meetings
 - 5% discount on rates and other services (hardware/software not applicable)

✦ Tec-Sweep for Workstations and Servers

- This is the most popular TecSecure offering providing complete "Peace of Mind." Includes all features of Tec-Essentials with the addition of:
 - 24x7 Monitoring and Alerting for performance, services, security and backups
 - Unlimited onsite (*travel charge*) and remote support for device, hardware and service warranty required
 - Unlimited Help Desk for device end user, user management
 - Managed black/white listed software
 - Printer, Scanner Management (Requires a valid manufacturer support contract)
 - CBAM™ (Core Business Applications Management) maintenance including Adobe Reader/Flash/Shockwave, Java, web browsers, etc.
 - LOB software management (requires LOB contract) (*Installs/updates charged hourly*)
 - Complete hardware vendor and warranty management
 - Monthly meetings
 - 10% discount on rates and other services (hardware/software not applicable)

✦ Tec-HAAS for Workstations and Servers

- This include all features of Tec-Sweep with the addition of:
 - Computer and server hardware refreshed every three years

Mobile Devices

✦ Tec-Mobile Essentials for Mobile Devices

- RawTec TecSecure basic mobile device business plan protection
 - TecSecure agent for Windows, iPhone or Droid mobile device
 - 8 x 5 Monitoring and Alerting
 - Alert response with defined SLA, *charged hourly*
 - Over-the-air enrollment
 - Device Inventory Management
 - Network Inventory
 - Send screenshots and logs
 - Asset, inventory, software and data usage Monthly Reports
 - SLA access to support, *charged hourly*
 - Help Desk access for staff with SLA, *charged hourly*

✦ Tec-Mobile Sweep for Mobile Devices

- This is the most popular Tec-Mobile offering providing complete “Peace of Mind.” Includes all features of Tec-Mobile Essentials® with the addition of:
 - 24x7 Monitoring and Alerting
 - Alert response with defined SLA
 - Configure Exchange Active Sync, iMap, POP Email
 - Configure VPN, Wi-Fi and Lightweight directory access protocol (LDAP)
 - Security Management
 - Instant remote wipe and lock
 - Geographical location lookup, historical device location and visual global map
 - Detailed data usage tracking
 - Data threshold alerting
 - Unlimited SLA access to support
 - Unlimited Help Desk access for staff with SLA

Firewalls

✦ Tec-Perimeter Essentials for Firewalls

- This is RawTec’s basic business managed firewall product
 - 8 x 5 Monitoring and Alerting
 - Alert response with defined SLA, *charged hourly*
 - Managed firmware updates, security and services, *charged hourly*
 - Intrusion Prevention management
 - Managed Gateway Anti-Virus, Anti-Spyware
 - Managed Content Filtering
 - Monthly reports

✦ Tec-Perimeter Sweep for Firewalls

- This is the most popular Tec-Perimeter offering providing complete “Peace of Mind.” Includes all features of Tec-Perimeter Essentials® with the addition of:
 - 24 x 7 Monitoring and Alerting
 - Alert response with defined SLA
 - Weekly and Monthly Reports
 - Security subscription included
 - Unlimited onsite and remote technician support for device
 - Managed application blacklist

Data Backup

+ Tec-BUDR for Data Backup

- Managed onsite backups to USB or tape device
- Enterprise class backup and disaster recovery software

+ Tec-BUDR Offsite for Data Backup

- Offsite Backups and Disaster Recovery capabilities
- Bring your network up in the cloud within hours
- Managed secure offsite backups stored in our datacenter
- 256 bit SSL encrypted data transmission
- Incremental backups are sent up to 4 x Hour minimizing your exposure

Email Security Services

+ Tec-Mail RTC for Email

- Powerful Spam Filtering
 - Heuristic-based content analysis providing over 98% accuracy
 - End-user flexibility: users can customize own filters
 - Quarantined messages are accessible via a web-based Message Center for review and disposition
- Real-Time Virus Protection
 - All message parts are scanned for infected viruses, and infected messages are quarantined.
- Email Backup
 - Provides are encrypted storage place for Exchange server.
 - Check messages even if Exchange offline
 - Email continuity during network outages
- Message Center for review and disposition
 - Easy to use web interface
 - Customizable allow/block list and quarantine.
 - Customizable organization inbound and outbound rules and mail formats.
- Smart Host Email
 - All outbound email is routed through Smart Host, emails are verified and trusted eliminating being identified as a Spammer.
- Protected MX Record (Email Record)
 - Your Exchange server address is private and protected from hackers

+ Tec-Mail Email Archiving & eDiscovery

- Automatically stores copies of all inbound and outbound email in secure repository
- Powerful search capabilities through simple user interface
- Unlimited storage and historical data upload
- Storage and process address
 - Rules 17a-3 and 17a-4
 - 17 CFR Part 240
- Recover one or many email messages to Inbox
- Policy-based retention
- Intuitive Webmail client for business continuity

Email Security Services (cnt'd)

✚ Tec-Mail Encryption

- Automatic policy-based encryption
- Lexicons to provide encryption for HIPAA, financial services regulations, state privacy laws
- Ad hoc keyword encryption for greater control
- Tight integration with both email security and archiving services
- Same capabilities used by the Federal Reserve Board and 1 in 7 U.S. hospitals
- International encryption policies available, e.g. UK NIN
- One-time registration at decryption portal

✚ Tec-Mail Hosted POP/iMap Email

- POP and iMap hosted email
- Secured with RTC securities
- 2 GB Limit

Web Managed Services

✚ Tec-Web Social

- Management, updating and optimizing social sites such as but not limited to Twitter, Linked-In, Facebook

✚ Tec-Web Analytics

- Search Engine Optimization through analytic tools
- Maximize your search engine exposure to Google, Yahoo, Bing, etc.

✚ Tec-Web Google

- Google ranking and analytics for maximizing web presence
- Keywords and Google Ad-word management

TecSecure Service Level Agreement's (SLA's) Defined

Our TecSecure Services for networks, servers and workstations are coupled with a Service Level Agreement that states our commitment to getting your issues resolved quickly, effectively and minimizing your down time. Our Tec-Essentials plan is coupled with our Platinum SLA and our Tec-Sweep is coupled with the Diamond SLA. This means that each service request or alert response is given a severity of 1-5 and responded to accordingly. Details are below.

Tec-Essentials Platinum SLA

Priority Rating	Priority Description	Description	Target Initial Response Time	Target Resolution Time	Defined Working Hours
1	critical	major impact on the business	2 hours	4 hours	24 x 7, Weekend Rates Applied
2	high	moderate impact on business	4 hours	6 hours	M-F 8am-5pm
3	normal	limited business impact	1 day	2 days	M-F 8am-5pm
4	low	inconvenience, no essential business impact	2 days	5 days	M-F 8am-5pm
5	very low	requires attention, not urgent	3 days	as agreed	M-F 8am-5pm

Tec-Sweep Diamond SLA

Service Rating	Priority Description	Description	Target Initial Response Time	Target Resolution Time	Defined Working Hours
1	critical	major impact on the business	1 hour	2 hours	24 x 7 x 365
2	high	moderate impact on business	2 hours	4 hours	24 x 7 x 365
3	normal	limited business impact	4 hours	1 day	M-F 8am-5pm
4	low	inconvenience, no essential business impact	6 hours	3 days	M-F 8am-5pm
5	very low	requires attention, not urgent	1 day	as agreed	M-F 8am-5pm

IT, Web, and Application Services

RawTec Consulting has successfully delivered vast solutions across a considerable range of disciplines and business categories. RawTec has a proven record of accomplishment of providing an effective, full life-cycle service from concept through design to implementation to managed services. Using the vast knowledge of the engineers RawTec project work is as follows with a design, development, testing, implementation, training and managed services to support ideology.

- ✦ Server and network design, development, testing, implementation, training and managed services
- ✦ Mobile device planning, design, development, testing, implementation, training and managed services
- ✦ Firewall design, development, testing, implementation, training and managed services
- ✦ SharePoint design, development, testing, implementation, training and managed services
- ✦ Application and Database design, development, testing, implementation, training and managed services
- ✦ Website hosting and development
- ✦ Graphic design
- ✦ Disaster Recovery design, development, testing, implementation, training and managed services
- ✦ Remote office and telecommuter design, development, testing, implementation, training and managed services
- ✦ Hardware design and vendor management
- ✦ Network Documentation
- ✦ Data Cabling design, development, testing and installation

VOIP Services

- ✦ VOIP design, development, testing, implementation, training and support services
- ✦ Business grade Voice Over IP phone system saving thousands in phone bills a year
- ✦ Star2Star Authorized Dealer

Hosted Services

- ✦ Microsoft Office 365
 - Exchange, SharePoint and Office in the Cloud
- ✦ Website Hosting
 - Public and Corporate Internal
- ✦ Voice Conference Center
 - Access to secure team voice conference center, unlimited usage, toll free number

Hardware/Software Sales

- ✦ RawTec works with all leading IT vendors to provide our clients with all of their technology needs. We also provide consumer products such as HDTVs, Entertainment Systems and more.

Long Term Staffing and Consulting Services

- ✦ High level network and data center consulting with high impact technical teams at large enterprise organizations
- ✦ Supplement your IT staff skill set
- ✦ Temporary staffing

Break-Fix Non-Agreement Support

- ✦ RawTec provides service based an hourly support, consulting and services for non-agreement, walk-in clients. This service is not defined by an SLA.

**** Travel Expenses and Credit Cards ****

Our system capabilities allow us to resolve most issues, projects, meetings and other IT needs remotely. This allows us to keep your IT costs down. However if the need requires it, on-site work will be charged mileage and other expenses associated with trip.

RawTec Consulting Detailed Product Pricing

Products	(Prices/Month)	US	Canada
IT Managed Services – TecSecure Services			
Servers and Workstations			
Tec-Core for Workstations		19.31	22.40
Tec-Essentials for Workstations		53.94	56.64
Tec-Sweep for Workstations		99.36	104.33
Tec-HAAS for Workstations		Variable	Variable
Tec-Core for Servers		19.31	22.40
Tec-Essentials for Servers		212.92	223.57
Tec-Sweep for Servers		381.23	400.30
Tec-HAAS Servers		Variable	Variable
Mobile Devices			
Tec-Mobile Essentials for Mobile Devices		19.30	20.27
Tec-Mobile Sweep for Mobile Devices		50.94	54.96
Firewalls			
Tec-Perimeter Essentials for Firewalls		66.15	75.24
Tec-Perimeter Sweep for Firewalls		148.84	156.28
Data Backup			
Tec-BUDR for Data Backup Workstation		26.50	26.50
Tec-BUDR for Data Backup Server		157.50	157.50
Tec-BUDR Offsite for Data Backup		.78/GB	.78/GB
Email Security and Availability			
Setup Fee (1 -25 Users)		110.25	110.25
Setup Fee (26 - 50 Users)		165.38	165.38
Setup Fee (50 -75 Users)		220.50	220.50
Tec-Mail RTC for Email		4.00	4.00
Tec-Mail Encryption for Email		10.00	10.00
Tec-Mail 30 Day Rolling 30 Day Online E-mail Access and Archive		7.00	7.00
Tec-Mail Full Online E-mail Access and Archive		10.00	10.00
Web Managed Services			
Tec-Web Social*		Variable	Variable
Tec-Web SEA and Analytics*		Variable	Variable
Tec-Web Google*		Variable	Variable
Usual and Customary Hourly Rates			
Sr. System Engineer		145.00	145.00
System Engineer		115.00	115.00
Technician		90.00	90.00
Sr. Web/ Software Developer		140.00	140.00
Web/ Software Developer		95.00	95.00
Web Marketing Specialist		80.00	80.00
Technician Assistant		55.00	55.00
Projects*		Variable	Variable

**Varies based on needs, service/project complexity and associates required, formalized through a proposal.*