

PolarStar™ Network Services

Eliminate network concerns and build a valuable business asset.



A network that is up 24/7, secure, and responsive helps you create value.

Your network is a critical business asset. It empowers your people to raise productivity, gain access to resources, facilitate collaboration, and provide timely responses to your clients. It enhances the quality of the value your team creates, develops and delivers.

If your network is unstable, vulnerable, or sluggish, productivity is reduced and frustration increases. When a network goes down, the impact is immediate and measurable — on both your operation and your bottom line.

One monthly fee eliminates concerns over network risks, unexpected downtime, and unpredictable expense.

PolarStar is a proactive service of vigilance over network performance, exposing hardware and software weaknesses, and external threats, in real time to prevent issues that could cripple your team's ability to conduct business. We can show you how to calculate the cost of just one hour of network downtime.

The PolarStar Plan outlined here provides monitoring, maintenance, and management support services to maximize network stability, performance, security, and flexibility.

To assess the value of your current network, contact:

Polar Systems, Inc.

503-775-4410

info@polarsystems.com

www.polarsystems.com

8401 SE Powell Blvd.

Portland, Oregon 97266

BUILD YOUR NET WORTH

UNDER THE POLARSTAR PLAN:

MONITORING

24/7
PERFORMANCE MEASURES
BENCHMARKED ALERTS
SERVERS
FIREWALLS
NETWORK DEVICES
DESKTOPS
MAJOR APPLICATIONS
PERIPHERALS

MAINTENANCE

INVENTORY AUDITS
MONTHLY SERVER PATCHING
MONTHLY DESKTOP PATCHING
GUARANTEED RESPONSE TIME

MANAGEMENT

OS, E-MAIL, ANTI-SPAM, ANTI-VIRUS
FIREWALL, NETWORK DEVICES, UPS, BACKUP
VENDOR RELATIONSHIPS
PERIODIC STATUS REPORTING
QUARTERLY CONSULTATION

How PolarStar maximizes net worth:

- **Stability** means 24/7 uptime. PolarStar illuminates your network to expose potential problems. Your network is up when you need it, for last minute deadlines, late night projects, and client deliverables.
- **Performance** is responsiveness. PolarStar keeps your network robust and capable of serving your team at peak times and critical periods. PolarStar enhances your ability to satisfy client demands.
- **Security** is an evolving process. PolarStar vigilance detects a weak-link workstation's missing patches, a neglected laptop's virus protection or a router's intermittent fault.
- **Flexibility** is freedom to adapt quickly to external and internal changes and to scale your network for continuity and efficiency. PolarStar keeps your business on this track.



PolarStar™
A Service of Polar Systems

Put the deep resources of PolarStar behind your network and your staff.

The preparations to provide standard PolarStar coverage for your network are comprehensive. In consultation with you, we handle all the technical steps, so PolarStar is up and running in less than two weeks. Any required downtime, though rare, is pre-scheduled.

1 Introduction A PolarStar Welcome Package, containing all the documentation you need to take full advantage of the service, is delivered to you and explained by your Polar Systems Representative.

2 Installation The Primary and Secondary Account Engineers assigned to serve you and your network arrive on-site to install and configure our state-of-the-art network management tools. Your two dedicated Account Engineers will become thoroughly familiar with the unique needs of your organization's network.

3 Service Initiation We initiate on-going monitoring with maintenance and management coverage of your network as listed:

Maintenance means actions that PolarStar takes on a regular basis to maintain your network.

- On-Going Monitoring and Alerting
- Monthly Patching
- Emergency Patching
- Daily Backup Checks
- Scheduled Backup Testing
- Scheduled Anti-Virus Checks
- Scheduled Reporting

Management includes complete management of the following areas of your network.

- Microsoft Windows Operating Systems
- E-mail • Data Backups • Anti-Virus
- Anti-Spam • Firewall • Routers/Switches
- UPS (Uninterruptible Power Supply)
- Assistance with 3rd Party Vendor Support
- Desktop Management
- Printer/Mobile Devices
- Management of Major Applications

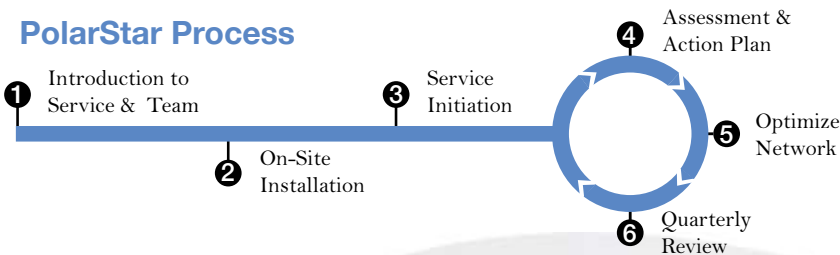
In addition, PolarStar clients have preferred access to the entire PolarStar Support Team of Help Desk technicians, network engineers, technology specialists, and business technology consultants.

4 Assessment and Action Plan Your Account Engineers will formulate a plan to improve the stability, performance, security and scalability of your network based on their experience and analysis of data collected by our management tools. This step and the next two steps repeat after each quarter.

5 Optimization We optimize your network for performance according to the approved plan.

6 Quarterly Business Reviews After one month, and every quarterly period thereafter, a Senior Engineer will analyze data collected from your network and review network performance with you in detail. We help you formulate a network flexibility plan so your PolarStar-protected network will not only support immediate business goals, but long-term ones as well. And, we proactively solicit your feedback on our performance each quarter.

PolarStar Process



PolarStar Coverage

FUNCTIONALITY

CONFLICT RESOLUTION

NETWORK CONSULTATION

MAINTENANCE

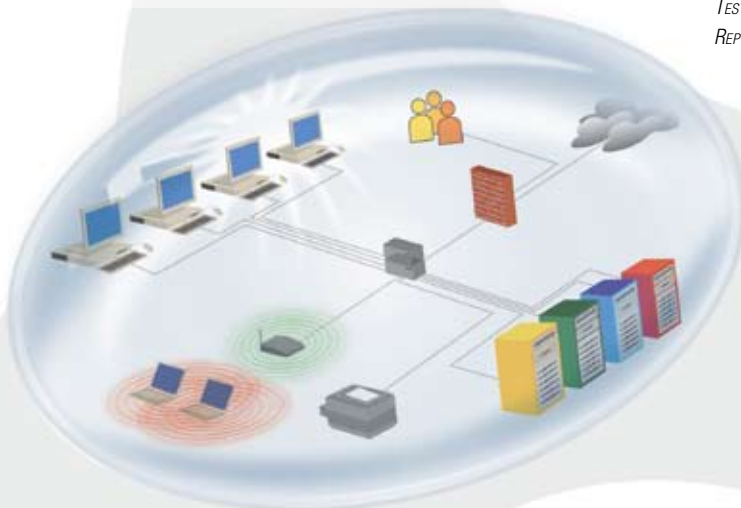
QUARTERLY BUSINESS REVIEW

SUPPORT

24/7 MONITORING/ALERTS
PATCHING
TESTING
REPORTS

NETWORK ANALYSES
IDENTIFIED ISSUES & RECOMMENDATIONS
POLARSTAR PERFORMANCE

SERVERS
FIREWALLS
NETWORK DEVICES
DESKTOPS
MAJOR APPLICATIONS PERIPHERALS



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