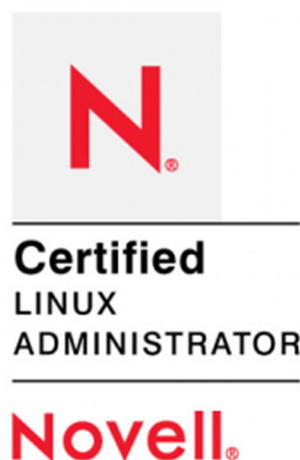


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VIP Network/OES Annual Support Package



VIP Network/OES
Annual Support Package
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Marvin Huffaker Consulting, Inc.
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All Inclusive VIP Support Package Overview

For your Micro Focus Open Enterprise Server (OES) or SUSE Linux Enterprise Server (SLES) environment, when you need someone with a high level of expertise and experience to take care of everything on an ongoing basis.

The package is a fixed price solution with no overages or surprises, and includes support for your entire network of OES and SLES servers. Any required installation, updates, patching, configuration, and support (including day to day support as well as critical outage / emergency support) is included. Additionally, the package includes file system permissions and group management (ACL's) to ensure your security needs are managed correctly.

Support package include FREE server upgrades for any system covered by the agreement. When it comes time to upgrade to the next version, the project (services only, not licensing) is already paid for. This is true even if it requires a server to server migration.

Services are provided remotely. Arrangements for occasional onsite services are available at an additional cost.

How Marvin Huffaker's Support Package Helps Your Business

- ✓ Unlimited system support, including 24x7 support for critical outages.
- ✓ FIXED Monthly fee with NO overages or extra charges.
- ✓ Server upgrades and migrations are included at no extra charge.
- ✓ Full support, maintenance, patches, tuning and troubleshooting.
- ✓ File system trustee rights management for best practice security.
- ✓ License management and monitoring to ensure vendor compliance.
- ✓ Marvin takes ownership of the issues so you can worry about your business.

Network / OES Annual Support Package Details

Server Operating System Installation and Support

Includes full installation and support for the Server OS (physical hardware or virtual guest). Includes installation and support for any OS component, service, or add-on that is included as part of the OES or SLES base distribution including iPrint, NSS file system, SLP, DNS, and DHCP.

Regular System Updates, Patches, and Security Fixes

All systems receive regular updates per our “Baseline” process. This includes installation of latest official service pack, kernel updates, security updates, bug fixes, and drivers when they are released.

eDirectory Support and Management

Includes support for eDirectory and directory services functions such as replica and partition management, synchronization, and regular health checks to ensure optimal function and performance.

24x7 Emergency Support

Includes 24 x 7 emergency supports for outages or business critical issues related to any system within the scope and inventory list. Includes an escalation channel to software vendors as needed. Requires active maintenance, support, and/or warranty on any included component.

Operating System Upgrades and Migrations

Includes major version release upgrades of the operating system and included system components within the vendors’ product roadmap. In-place upgrades and migration/upgrades are included free with all annual support packages, as long as the upgrade/migration path is supported by the vendor. Software license costs not included in pricing.

Group Membership Administration

Includes basic administration of eDirectory groups and users for the purpose of ensuring that standard operating “Best Practices” are adhered to and to enforce security restrictions and access to confidential system resources.

File System Permissions Management

In the interest of “Best Practice” management and to provide adequate security restrictions to the file system, the services package includes full trustee rights management of the file system and associated objects including login scripts, containers, users, and group memberships.

License Management and Monitoring

Includes monitoring license usage and ensuring compliance with the vendors EULA for any system included in the scope. For the same systems, any required license audit will be provided to the vendor as part of the service.

Service Level Agreement and Contract Details	
Service Delivery Methods	Remote services included
Client portal with full featured ticketing and reporting system	Included
Business Critical Outage support response times <i>(Direct line/cell phone for emergencies and immediate response whenever possible)</i>	2 Hours or less, business Hours 4 Hours or less, after hours
Non-critical support issues response times	Within 24 hours
Administration tasks: eDirectory administration, file system rights, and group management	End of next business day
Scheduling of projects and other system improvements	Priority scheduling
Contract Term	One (1) year w/ annual renewal
100% satisfaction guarantee and initial 90 day opt-out period	Yes
Active software maintenance on covered systems	Required

Package Add-Ons Available For Purchase
<p>Add-on Options: Silver: 50 hours; Gold: 100 hours; Platinum: 150 hours Add additional discounted hours to the yearly support package to be used for all out of scope requests. This may include projects, support, or other services for any out of scope service, application, or system.</p>
<p>Add-on Option: Veeam Replication Add service and support for Veeam Replication of your virtual SLES or OES servers.</p>
<p>Add-on Option: Hypervisor Installation and Support Installation and support of the VMware ESXI Host and all components and features available in the VMware vSphere Essentials bundle or VMware Standard Edition.</p>
<p>Sophos XG Firewall Installation, support, and management of a Sophos XG Firewall featuring next-gen security for your network perimeter, wireless networks, remote locations, email servers, web servers, and more.</p>
<p>Other Options Any variety of solutions can be added to and included as an add-on to the support package.</p>

Modular and Flexible Options

The VIP Network/OES Annual Support Package is designed to work with both small and large companies:

- Small business option for single server environments.
- Options for larger organizations with multiple servers and complex systems
- Able to accommodate and support virtually any size or configuration of network.

Pricing

Single Server (Up to 25 Users): **\$472.50** paid monthly or **\$5,400** if paid annually.

Single Server (25+ Users): **\$577.50** paid monthly or **\$6,600** if paid annually.

Single Server (100+ Users or 1TB+ Storage): **\$1044.75** monthly or **\$11,940** annually.

2-9 Servers: **\$367.50/server** paid monthly or **\$4,200/server** if paid annually.

10+ Servers: **\$341.25/server** paid monthly or **\$3,900/server** if paid annually.

Contact Marvin Huffaker for a customized quote tailored to your business and needs.

Custom and add-on options available for all scenarios at an additional cost.

Sample Pricing Proposal

Below is a sample of how pricing would be calculated for your network.

Example Server List:

<u>Server OS</u>	<u>Server Name</u>
OES 2015	smpfs01
OES 2015 SP1	smpfs02
OES 11 SP3	smpfs03
SLES 11	smpfs04
SLES 11	smpfs05

Sample Pricing

Server Qty: 5

Price: \$1,837.50 paid monthly or \$21,000 if paid annually.

** Actual QTY and price to be determined based on customer network. Servers included in scope to be defined prior to start of services.

** Annual cost reflects a 5% discount when paid up front.

About Marvin Huffaker

Marvin Huffaker is one the most experienced Micro Focus OES and GroupWise experts in the world, providing independent consulting services to business customers globally. When it comes to Micro Focus networking and collaboration products (Formerly Novell), there aren't many people that have made a career supporting them almost exclusively.

Marvin has been working with various combinations of NetWare, eDirectory, GroupWise, and OES for almost 20 years, has been through extensive training and certification, has lectured at global tech conferences, has an excellent relationship with many people on the Micro Focus tech support and development teams, and has a reputation as one of the best in the industry.

Marvin has experience with large corporations as well as small office environments, and works personally with every customer. He services many different industries including legal, insurance, banking and finance, hospitality, commodities, manufacturing, government, and education. Most of his customers are located throughout the United States, some of which have been customers for nearly 15 years. His customers appreciate the high quality of service and ability to deliver consistent results on-time and on-budget.

Over the years, Marvin has streamlined processes and best practices to ensure maximum uptime and performance of the systems he manages.

By specializing in products from a few select technology companies, Marvin can focus on delivering high quality solutions to his customers, with the highest level of skill and expertise. Marvin's primary strategic partners are Micro Focus (Formerly Novell), VMWare, and Sophos.



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