



On Demand Managed Services

We manage your network so you can manage your business.

The Keene Detention Culture

Keene Detention takes a holistic view of your managed services, reviewing all components of your company's network and identifying the appropriate tools to mitigate risk and maintain an effective infrastructure. Our On-Demand Managed and Proactive IT services utilize a series of "Best Practices" we have developed over years of experience.

To keep you informed, you will receive timely executive reports to let you know the overall health of your network and the results of our services. All communication and issues associated with your users and systems are tracked, reported and retained for analytical, historical and audit purposes.

On-Demand Managed Services

The On-Demand IT Program is the ideal fixed-price solution for organizations like yours; demanding the utmost in network reliance and quality service. Backed by a Service Level Agreement, our On-Demand Managed IT Program addresses your critical IT needs by:

- Ensuring sustained and continuous access to your discrete business service applications such as accounting, scheduling, communication, e-mail, web applications and others
- Guaranteed predictability of your IT spending - No more emergency fees! No maintenance overage or fees for software updates
-

- Providing the highest priority response for network issues - If something unpredictable does occur on your network, you will move to the top of the service queue, where we will immediately begin work on resolving the issue and getting you back to business fast

- Optimizing network performance - We provide unlimited preventative maintenance activities on those devices that support your critical business applications

- Total support for your employees with unlimited Help desk access. We are your outsourced IT department –

Keene Detention will be your single point of contact for all of your IT service and support needs.

We work with your hardware and software vendors on your behalf to remedy any of your support issues.

Fixed Cost IT - it's that simple! For a fixed monthly fee, Keene Detention will work with you to understand your business availability needs and budget concerns. We will run a baseline assessment of your existing infrastructure to understand any potential weaknesses.

On-Demand Managed IT Features:

- Availability, Performance & Predictive failure monitoring for all network devices & services

- Site Assessment and Critical Review of your Network and related business workflow

- Complete inventory and tracking of all of your software and hardware

- Unlimited Proactive Maintenance on all network devices

- Unlimited Network Service Desk and Emergency Support

- Unlimited End User Help desk Support

- Monthly Comprehensive Reporting

- Highest Priority Response

- Strategic Budgeting Sessions

- One fixed, monthly price

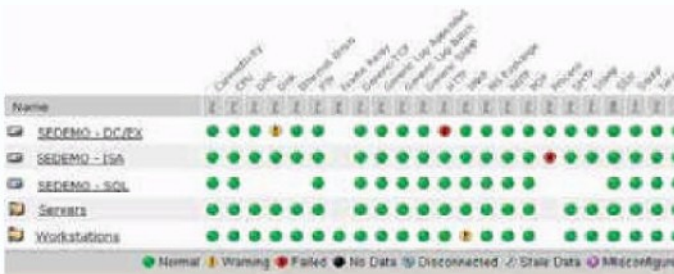
Proactive IT

Keene Detention will proactively monitor your network, all day and everyday, so that we can resolve issues before they turn into business problems. The greatest expense in IT is not what is paid to service organizations or staff but rather lost productivity related to network problems and downtime. The average small to medium size company experiences 2 hours of downtime per week, costing them an average of \$200,000 per year. This is a business problem!

Keene Detention uses the latest technology to monitor all of our client's networks 24x7x365 so that we can maximize uptime and proactively manage issues before they turn into business problems.

Our web based monitoring system that allows us to gather real time information about our client's networks from a centralized location. Coupled with our remote mediation ability, Proactive IT allows us to dramatically reduce troubleshooting and resolution time. This translates into increased productivity, lower costs, and

Below is a view of our centralized web based monitor that gives us an accurate snapshot of the health of our client's networks. We work with our clients to establish thresholds that, once exceeded, will trigger an alarm for us to take action before a problem occurs.



happy customers – Ours and Yours!
Virtual Chief Information Officer (VCIO).

Keene Detention offers a Virtual Chief Information Officer to each Managed IT client. This is not a technician acting as a CIO. This is a highly trained executive that has both technical expertise and business management expertise.

This person's role is to understand the "business" objectives of the client and make sure the technology infrastructure will support those objectives.

Starting from an initial network infrastructure analysis and through the various meetings held to understand a client's business, the dialog of current infrastructure capabilities, expose, vulnerabilities, and potential are discussed in great details to which serves as both a realistic understanding of where the client is today and where it must be to evolve and meet the business objectives.

Features at a glance.

OnDemand Services	OnDemand Proactive IT	OnDemand Managed IT
Periodic Review and Planning Meeting		Included
Hardware and Software Inventory / Asset Management		Included
Network Health Report	Included	Included
Preventative Maintenance on Servers / Workstations		Included
Virus, Spam and Security Analysis & Reporting	Included	Included
Unlimited Windows Patch Deployment		Included
Tape Backup Monitoring and Alerting	Optional	Included
Online Help Desk Ticket Creation and Tracking	Optional	Included
Virtual CIO Client Quarterly Meetings		Included
7x24 Server and Workstation Emergency Alerting	Standard	Included
Maintenance and Upgrades on Software Applications		Included
Software Deployment of Software Applications		Optional
Troubleshooting and Remote Repair		Included
Coordinate Hardware Repairs with Vendors	-	Included
Emergency Response Time During Business Hours	4 Hours	1 Hours
Business Critical Systems/Applications		Same Day
SLA Service Level Agreement	Included	Included

Keene Detention can serve as a dedicated IT department in place of salaried staff. Or, for many clients, our team works in addition to an IT staff of full or part-time employees.

Call today and see how you can put Keene Detention for to work for your company.

Keene Controls

10752 Deerwood Park Blvd. South
Suite 100
Jacksonville, FL 32256-4849

T: 1.877.322.6967
L: 1.904.394.2980
F: 1.904.394.2979