



**Get Healthy.
Stay Healthy.
Rest Assured.™**

NetCraftsmen is your partner for IT consulting and solutions.

Unlike some managed services offerings that only include IT infrastructure monitoring and management, all of our services are available within a Craftsmen Assurance Managed Services engagement for a predictable level of spend. Instead of repeating the cycle of hiring a service provider to address a problem, let our team proactively keep your systems updated and anticipate what's next, preparing you for the future.

Every Craftsmen Assurance engagement is customized to each client's needs, leveraging proven methodologies.

Contact us to learn more.

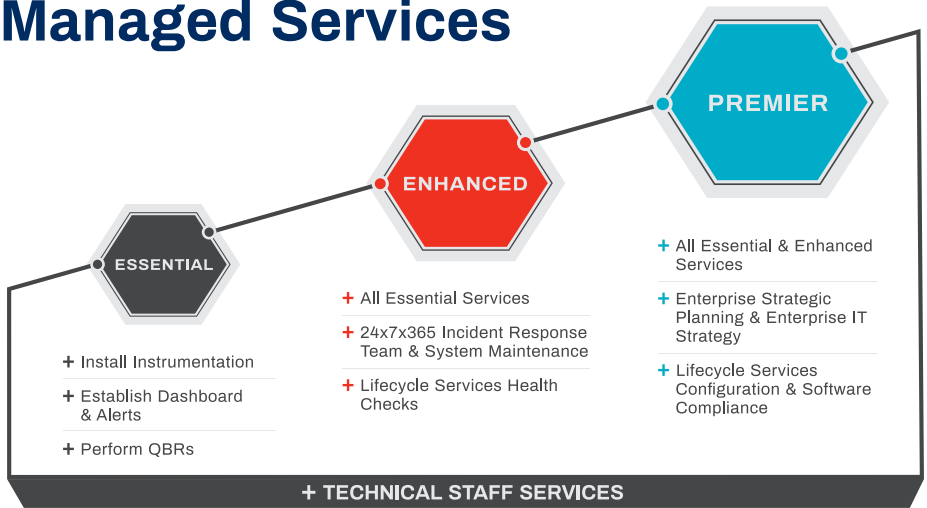


NetCraftsmen.com

888.804.1717

7134 Columbia Gateway Drive
Suite 100, Columbia, MD 21406

Craftsmen Assurance® Managed Services



NetCraftsmen's managed services offering, Craftsmen Assurance, provides ongoing, fixed-fee engagements for all of your IT infrastructure needs including proactive, strategic consulting services.

ESSENTIAL

At this baseline level, we install and manage Network Management Solution instrumentation which allows you to effectively maintain your own IT operations center and ITSM for incident and problem management. Our subject matter experts set a baseline of key performance indicators for your environment. During quarterly business reviews (QBRs), we provide regular reports on performance trends and overall system health as well as recommendations on system improvements and initiatives.

ENHANCED

We add the NetCraftsmen team to lead and manage incident response and maintain your system for you. This level adds Lifecycle Services Health Checks and full 24 x 7 x 365 Incident Management & Response via our operations centers.

PREMIER

The ultimate partnership level provides ongoing Enterprise Strategic Planning. Our elite NetCraftsmen strategists working with you to proactively develop and execute an Enterprise IT Strategy that supports your specific business requirements and ensures your organization's technology and IT infrastructure is well-prepared for the future. Premier also adds Lifecycle Services Compliance which provides ongoing configuration & software compliance services.

+Technical Staff Services

Every level can be augmented by incremental engineering and operational support hours to execute discrete initiatives, embedded into the ongoing fixed-fee for the term of the contract.



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Key Benefits

Efficiency – Craftsmen Assurance allows you to manage your everyday IT needs more effectively and efficiently.

Predictability of Cost – With predictable, fixed costs over the term of the engagement you can plan your budget and won't be surprised by large, unforeseen expenses.

Flexibility to Scale your Team – Leveraging your partnership with NetCraftsmen, you have the flexibility & scalability to shift your IT staff and budget up and down without the need for hiring or force reduction.

Time to Focus on the Future – With Craftsmen Assurance, your team can focus on organizational priorities, contributing to business outcomes and staying ahead of technology trends instead of fighting fires.

Rest Assured® – You can sleep easy, knowing that the complexities of managing your IT infrastructure are being handled by NetCraftsmen, reducing the likelihood of any major outages or downtime.

Craftsmen Assurance Feature Summary	Essential	Enhanced	Premier
Instrumentation - Inventory, Reporting, Performance, Event Management	+	+	+
Instrumentation - End of Life, Vulnerability Reporting	+	+	+
Operational Incident Response (OIR)	+	+	+
IT Service Management		+	+
24x7 Fault and Incident Management - Tier 1-3 NOC/SOC		+	+
Lifecycle Services - Health Checks		+	+
Lifecycle Services - Configuration Compliance / Automation			+
Lifecycle Services - Software Compliance			+
Enterprise Strategic Planning			+
Technical Staff Services - Operational and Project Support	Optional	Optional	Optional
Available Terms of Service	12 – 36 months	36 – 60 months	36 – 60 months

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ABOUT NETCRAFTSMEN

NetCraftsmen is your partner for IT consulting and solutions. We ensure your IT infrastructure gets healthy and stays healthy by resolving current challenges, reducing risk, and proactively preparing for the future. Our clients have access to the entire NetCraftsmen team of best-in-class professionals. You'll never get traded-down. We empower our team of experts to do what's right, every time.

We specialize in serving complex, highly-regulated industries such as healthcare, energy, finance and government. Our solutions include network, collaboration, data center, cloud, security, and other innovative technologies. Our services – available as ongoing, fixed-fee engagements or as one-time initiatives – include Discrete Projects, Craftsmen Assurance Managed Services, and Staff Augmentation.