



How IT Gets Done!™

## Virtual Seat Management<sup>SM</sup> Service Suite (VSM) Overview

### VSM Customer Point Web Portal

• **It's your window to our full offering of services** – A secure web portal is customized for each customer based upon their specific requirements. Capabilities provided include, but are not limited to, Security Updates, Patch Management, Asset & Change Management, e-Commerce, Order Tracking, Tools and Reports for Asset Management, Requesting Technical Support, and Monitoring Help Desk Activities.

### VSM Software Support

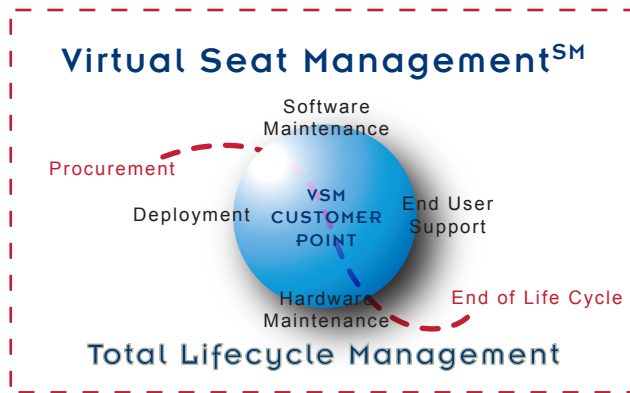
• **Change/Patch Management Services** – Our Change Management Services keep your systems secure and your applications and proprietary software up to date. Our agent-based technology incorporates bandwidth throttling, encryption, and check-point restart for seamless updates. Two key value differences from our competition are:

o we provide software distribution as a Managed Service in partnership with your IT department, not just another tool to buy that your IT staff has to learn and use, and

o in addition to using a library of tested scripts for routine software deployments, our software engineers also create and thoroughly test installation scripts for your own proprietary applications and data files.

• **System Imaging Services** – We automate the image development and loading process for your PC's, whether you are talking about one or hundreds. We are ready to image new, redeployments or "Hot Spare" replacement PC's. Using our suite of tools we help you to keep pace with the ever changing technology and business requirements – always keeping your Master Image updated and ready to be deployed.

• **System Configuration Services** – System Configuration services enable us to deliver fully functional and personalized PC's "out-of-the-box". We load every computer with the appropriate Master System Image, including



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proprietary software, "Sculpt" it into the appropriate User System Image, and then finalize it by applying all of the user specific settings and preferences. We can even provide asset tagging and asset management functions.

### VSM End Point Security Policy Management

• **Automatically assess, remediate and patch** – Authenticate and validate security policy compliance for computers "in the wild" whenever they connect to the Internet. Automatically and seamlessly remediate client computer patch levels, anti-virus definitions, anti-spyware definitions, and other security policies prior to allowing mobile computers connection to your corporate network.

### VSM End User Support

• **Customer Point Web Portal** – Enables end users to order and track products, software, and services, access self-help, contact technical support, update asset information, and view a wide variety of management reports.

• **Help/Service Desk Support** – We staff only industry-certified technicians for our help/service desk which can be available on a 24-hour x 7-day basis. We invest in each of our technicians through on-going training - from customer service skills to highly specialized technical classes and workshops

### VSM Procurement

• **Pre-Procurement Assessment** – CommNet offers an array of services designed to help you select the right hardware to meet your requirements. Through analysis we can help clearly define your current environment, identify your immediate needs, and help determine future goals/strategies.

• **Vendor Relationship Management** – We sustain strategic alliances with industry-leading manufacturers, allowing us to leverage our buying power and negotiate volume purchases.

## CommNet Certifications



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## VSM Procurement - Cont

- **Asset Procurement** – We provide efficient delivery of leading-edge products.
- **Warehousing Services** – We can maintain your inventory at our secure warehouse at levels designed to meet or exceed your special delivery requirements. Our ISO-9001:2000 and TL9000-V Certified Business Processes enable us to perform inventory management tasks such as shipping, receiving, stock rotation, price protection, trend and forecasting analysis, as well as RMA and DOA processing.

## VSM Deployment

- **Asset Distribution** – Through our secure Customer Point web portal, you can order previously specified products from anywhere in the world, with real-time order tracking. We can ship directly from the manufacturer or through CommNet's Service Center where we can configure, load an image and personalize settings prior to shipping.
- **Asset Discovery / Asset Management** – Using a "smart" agent enables us to automatically gather, import and store an abundance of asset-related data to provide the real-time "what, when and where". This allows for field transfers, license reporting/compliance, end-of-lease management and warranty tracking.
- **Asset Redeployment** – We can refurbish and reconfigure your hardware into like-new condition to be redeployed to the next available user.
- **Asset Transfers** - You can use the Portal to search for available computers internally for field transfer before making a request for new ones.

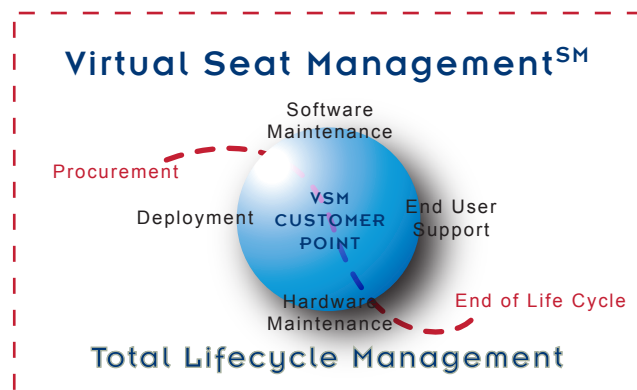
## VSM Hardware Support

- **Hardware Support** – We assist with managing warranty and post warranty service through the manufacturer or our Authorized Service Center.
- **Break/Fix Services** – We are an Authorized Service Center for most leading manufacturers. This enables us to maintain your computer assets until you decide that they are technologically obsolete.
- **"Hot Spare"** – We can overnight a replacement unit right to your end user's location. The Hot Spare computer will be pre-loaded and tested with your end user's personalized software configuration. Our Hot Spare Service offering ensures that no end user is without a functioning computer for more than 24 hours.

- **Data Backup and Recovery Services** – We offer remote backup solutions to secure online data storage. CommNet can deliver the mobile backup and disaster recovery strategy that is perfect for our customers. Our online offering includes: Automated Scheduled Incremental Data Backups; Sending locally compressed and encrypted files; Compliance with federal privacy laws including Sarbanes-Oxley, the Gramm-Leach-Bliley Act and the Health Insurance Portability and Accountability Act (HIPAA); Remote storage of Backup files, which are still encrypted, in a secured data center on dedicated servers which are also backed up remotely. The CommNet Service Desk can assist with File Restoration as required.

## VSM End of Lifecycle Support

- **Asset Disposal** – We offer a variety of disposal services, including valuation services, end of lease management, redeployment, employee purchase and donations to designated nonprofit organizations as well as disposal in compliance with the most stringent EPA, DEP, federal, state and local waste guidelines.
- **Proprietary Data Protection** – We offer a range of proprietary data protection, from a simple format and reload to a seven pass disk wipe that is compliant with the Department of Defense 5220.22-M standard. Our program protects you from infringement of software licensing and stolen data.



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