

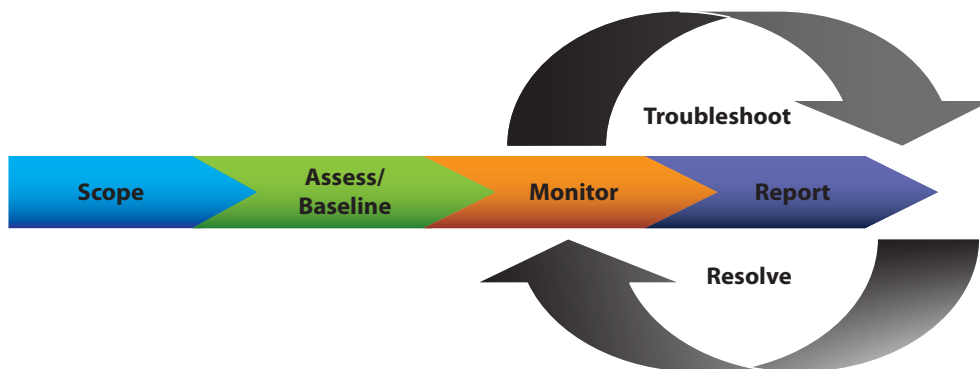
## Ensuring Delivery of Your Business Critical Cloud Services

CloudSmart brings you an industry-leading remote performance management service delivering unparalleled insight into network & application performance.

We will provide complete visibility and IT performance for your cloud based services, such as hosted VoIP, online backup/disaster recovery, virtualized desktop integration, cloud based CRM systems and hosted e-mail.

- A complete assessment of your network and performance sensitive applications; identification of underlying network problems
- Ongoing remote monitoring & maintenance to assure optimal performance and proactive notification of issues that arise
- Customized, monthly reports to update you on the health of your network and concerns or issues
- Responsive troubleshooting from a trained staff supporting you and your business for the best IT performance possible

- Maintain trouble-free business application performance
- Smoothly transition your network-based business services to the cloud and remotely ensure performance
- Manage and monitor your network and cloud-based performance without ever coming onsite
- Affordable, continuous monitoring services including monthly custom reports and instant issue notification & resolution



### Scoping & Baselining

- Conduct network assessment and service readiness pre-assessment
- Determine normal baseline service operations
- Identify existing/underlying network problems
- Deliver baseline assessment report and recommendations

### Monitoring, Reporting & Troubleshooting

- We will work with accounts to resolve identified issues
- Deploy PathView microAppliance at each site for continuous monthly monitoring service
- Customized, monthly service quality reports delivered to you
- When issues occur, you are proactively notified that a service interruption may occur
- Problem resolution begins before they effect business productivity