



WAC Premier Hardware/Network Support Prevent Problems Before They Happen

This proven maintenance program is designed to protect your systems and data. Here's why customers turn to WAC for the following assurances:

- Virus protection is up to date
- Firewall software is functioning optimally
- Backup procedures are functioning
- Latest service packs are installed
- Hard drive space is adequate
- Temporary files are cleaned out

You meet with one of our WAC Network Engineers to determine which services make sense for your business and how much protection you need. Then we customize a plan to fit your needs and your budget.

Free Daily Monitoring: WAC Premier Daily Monitoring service is offered at no cost to WAC Premier Software Support customers. What this means to you is that WAC will configure your system to send you daily status reports such as back-up logs, e-mail alerts, re-indexing logs, and more. If any problem exists, we notify you immediately. This is a service that otherwise costs \$1200/year.

With WAC monitoring my daily back-ups, I no longer worry about my critical accounting data. I also save several hours a week where I used to perform manual back-ups. And you can't put a price on the peace of mind I now have.

—Ken Masen, Fastener Group



Selection of Services

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| Check | <ul style="list-style-type: none">• Workstation and server hard drives for adequate disc space• That all unnecessary temporary files are deleted• Server and all workstations to make sure that all operating system patches and updates are installed and are current• Server and all workstations to make sure that all security patches and updates are installed and are current |
| Review | <ul style="list-style-type: none">• Server event logs for problems• Server log set up to assure that all relevant events are being captured• Firewall intrusion logs for suspect activity• DHCP status and network infrastructure• Remote connectivity for security protocols |
| Verify | <ul style="list-style-type: none">• Virus protection software is loaded on all workstations and that both virus definitions and software are up to date• Firewall is properly configured and all software patches and versions are installed and up to date• System backup strategy is being followed and that backup software is configured and up to date• Scheduled backups are being performed successfully• Workstations are configured properly, temporary file storage is set up, and environmental variables are configured and active |
| Run | <ul style="list-style-type: none">• Sample file store on a back up |