



## **Network Management, Desktop Support and Monitoring & Help Desk Services**

### **What is the role of Qnectus, our network management company?**

Selah Legal Technology, LLC wants our network management company, Qnectus, to supply managed network services for Barley Snyder. Since the SaaS software vendors provide their own servers, software management and support, the only network management that is required is for desktop PCs and the local area network that connects printers, routers and the Internet. Selah along with Qnectus work together to perform these services as outlined in this document. Qnectus provides the needed sophisticated network management and monitoring tools to keep your network up and running. Using the Selah concepts of SaaS and Service Level agreements directly with the SaaS software providers, the only tasks that are left for Qnectus, our network management and monitoring company, include the following:

- Keeping desktop PCs and their operating systems up to date, virus free and secure.
- Installing and configuring any new PCs.
- Managing and monitoring the PC network infrastructure 24/7 for viruses and security.
- Monitoring changes, detecting problems and addressing issues before any network down-time occurs. This monitoring is strictly for desktops, authentication, security/virus protection, desktop operating system upgrades, printer connectivity and communications/routers to the Internet.
- Providing and maintaining a secure authentication/sign-in process.
- Managing user authentication and changes in system users, deactivation of users and security monitoring.
- Providing firewalls as needed and as required for specific SaaS vendors.

- Being responsible for quality cabling, routers and Internet connectivity.
- Continuing to monitor the speed of communications to the Internet and keeping the performance optimized for the SaaS software vendors.
- Monitoring communications speeds to be sure the law firm is getting their contracted performance levels.
- Providing white and black listing of various Internet sites, especially the white listing of the SaaS software providers.
- Providing ad hoc desktop problem resolution and coming on-site as necessary.
- Providing help desk support. Support is available directly with the SaaS software vendors but the network management company should provide the documentation for all support calls and the documentation of the problem resolution.
- Documenting, managing and monitoring any software that is resident on the desktop. Certain SaaS vendors require specific software components on the desktop and the network management company will document those software components and manage that desktop software inventory.
- Managing the support for hand-held devices, i.e. iPhones, Androids, Tablets, etc.
- Managing the support for remote or home users on the law firm's equipment.
- Qnectus is capable of managing Wintel or Macintosh devices.
- Qnectus will provide help desk management and the coordination and final resolution tracking for all reported/documented problems:
  - Communications Vendors
  - Cabling Vendors
  - Switch/Router Vendors
  - Desktop Hardware Vendors
  - Printer/Scanner Vendors
  - SaaS software vendors:
    1. emails/Groupware
    2. Document and emails Management
    3. Case Management, CRM, Calendar Management, Integration Management
    4. E-discovery/Litigation Support
    5. Time & Billing, Financial Management
    6. Training Vendors (SaaS Training, Selah Training Services, Microsoft Training, Document Management Training)
- Qnectus also provides a SSAE 16 level data center for the running of a virtual server(s) for those applications that cannot be hosted in the SaaS environment. These may be trusted applications but are old Windows/client/server applications that cannot be switched to the SaaS environment at this time. Qnectus owns their own hardware and co-locates with a major data center provider for these "one-off" non-SaaS applications.

- Selah will negotiate or bid out for the best PC pricing and will not earn dollars on PC purchases. Selah will bid out or aggregate any PC purchases in order to get the best prices on workstations.
- In summary, Selah will be the trusted advisor for the Legal Software along with the individual SaaS software providers. Our network management company, Qnectus, will provide monitoring and helpdesk support as outlined in this document. They will provide infrastructure, communications and help desk support.

**Qnectus is the trusted network management company in your region:**

Qnectus would have intense involvement in the necessary IT infrastructure for Barley Snyder.

Selah has the best law firm specific expertise for software and SaaS in the legal market with over 35 years of experience. See resumes of our Principals. Qnectus, our network management company has the best electronic infrastructure and infrastructure monitoring tools. Qnectus because of their experience and expertise in the many security features of a high-end monitoring system maintains the ultimate security for your in-house network. Only authorized users will be able to access your network.

For example, Qnectus has high-end electronic monitoring tools to keep the Firm's PCs and data secure. According to the Gartner Group, these types of electronic tools are "visionary", and are ideal for use with SaaS implementations. According to Gartner, these electronic tools provide a wide range of functionality, such as client management, MDM (master data management), service desk, network performance monitoring, data backup and endpoint protection, from a common console.

Quality Electronic Monitoring Tools provide high-end security, management and OS upgrades that are the perfect complement for SaaS installations. These tools are strictly focused on infrastructure, bandwidth, PCs and security. Vendors who use these tools are ahead of the curve for managing SaaS-based systems, Internet-based management, desktop management, data management and system security. "Level Platform" tools that are used by Qnectus are capable of managing both Wintel and Macintosh. Desktop neutrality is especially important in a SaaS environment since most of the chosen SaaS vendors are also agnostic to the desktop (browser independent).

In summary, Selah Legal Technology, LLC and Qnectus, work together to provide the needed IT, SaaS software and Network Management services.