



COMPLETE NETWORK Management, Inc.

Office: 985.580.3040 - www.CompleteNetwork.com - Fax: 985.580.3359



Cost Effective Technology Management

Professional Services

If your business relies on technology to deliver efficient and cost-effective goods and services to your clients, we are your one-stop source to efficiently manage your technology investment. With a large highly experienced staff of professionals that are passionate about customer service, CNM can provide virtually any solution that is necessary to solve your most complex business challenges.

Infrastructure

Over the years, advancements in technology have allowed the integration of many once separate services into a single unified platform. Imagine your data, voice, video, security, media, conference technology and perimeter controls all integrated into one communications platform. From a single CAT5 Drop to complex multiplatform integrations, our infrastructure division has the technology and experience to deliver.

Web Services

From a simple marketing website to a cloud based application platform, CNM has the infrastructure and expertise in place to design and build even the most complex solutions. We pride ourselves in customizing solution tailored to our customers' needs. With highly skilled people that pride themselves in their creations, let CNM help you bring your idea to reality.



Infrastructure

- Cabling solutions
- Equipment Sales
- Voice Solutions
- Video Solutions
- Communications

Professional Services

- On Site Service
- Help Desk Support
- Supplemental Staffing
- Technology Management
- On Site Specialized Training
- 24/7 System Monitoring

Hosting Services

- Web and E-mail Hosting
- Web Marketing and Design
- Application Development
- Hosted Mail Solutions
- Spam Filtering
- Application Hosting
- Server Hosting

**C N M
S E R V I C E S**

From your cables to 24/7 monitoring and everything in between, Complete Network Management is just what its name implies; a Complete Network Management solution. With 20+ dedicated professionals on staff specialized in their area of expertise, CNM has all of the skills you will need to revolutionize your business! All of this with service and pricing that is second to none.

One person can't know everything, so we have 20+ highly experienced and specialized technical staff that provide you access to the most proficient skill sets that are needed to get the job done. Our relationships with vendors like Microsoft, Cisco, Dell, E-Soft, HP, and more give us access to the latest training and support available. You won't have to worry about managing multiple relationships, put your technology in our hands and we get it done eliminating vendor finger pointing.

When you work with CNM, you work with your assigned Network Manager that has no less than 10 years of real world technical experience and has access to organized groups of teams that are proficient in multiple disciplines as well as his own team of engineers of whom he supervises.. Your network manager is responsible for your technology. He is YOUR IT manager. His responsibility is to make sure your technology investments are operating efficiently.

To do this, CNM has created a system that allows us to see your network from a whole new level of detail. We are notified if your systems are running low on drive space, server utilization is too high, a system is offline, new software is installed, bandwidth usage is too high, and these are just a few simple examples.

Not only can our system detect these things, but it can also respond to them. It can automatically issue commands to your system to repair many of the issues that are reported. At the end of each month, we provide you with a network health report that will summarize the health of your network.

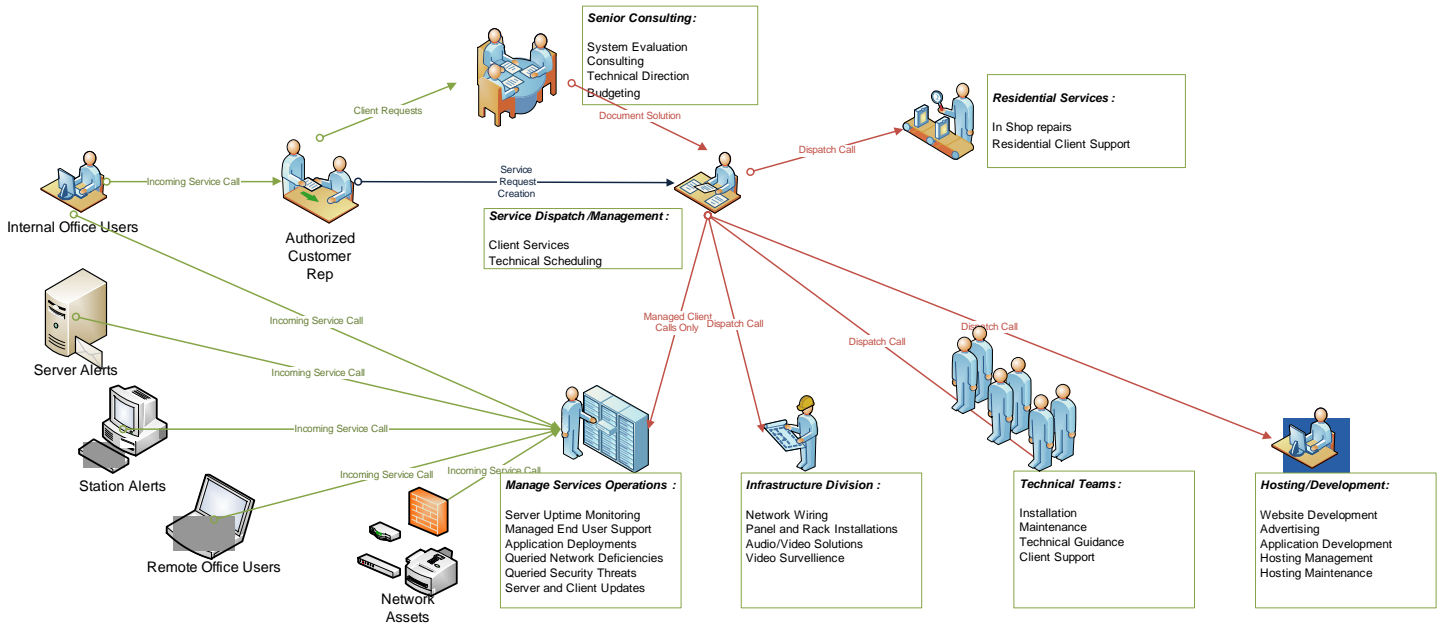
We can produce detailed hardware and software inventories, run reports on system utilization, remote control workstations, management system updates, and much more. If you have onsite support staff, we can provide them access to our system so they can document their own work or escalate a job to our team if they are overloaded or need assistance. Centralized documentation provides your company with a historical log of work performed as well as a living knowledgebase that allows our engineers to see all work previous work performed on your system improving efficiencies in maintenance.

Our On Demand IT agreements provide discounted pricing to all of our services, and give you peace of mind knowing your technology investment is in good hands.

Complete Network Management, Inc.



CNM Work Processes



If there is one thing we have learned through the years is our customers MUST have the highest confidence in our ability to fix their problems. We must communicate with them and understand their needs, treat them fairly and with respect, and most of all, live up to the highest ethical standards.

We have also learned that no matter the size of a company, many have IT needs that far exceed the capacity that one individual can bring to the table. We've invested over \$1,000,000.00 in critical infrastructure to deliver the best IT department that our area can support.

Our departments have developed over 13 years to meet all of the needs of our customers. When we feel there are services available through a third party that meet our customers standards, we recommend them. When these services have been unavailable at the level of quality required by our customers, we have created that set of skills within our organization.

The system that has been developed within our organization represents a small example of what we can do for you.

We must deliver the best timely service possible, maintain the best engineers, research upcoming technologies, and constantly improve logistics to improve the quality of each of our services.

We greet your comments and criticism with enthusiasm. We want you to be proud to use our services!



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Service Agreements

Traditional Services

From CNM inception, our business model has provided flexibility in the delivery of our services to its customers. That will never change.

With 20+ dedicated professionals on staff specialized in their area of expertise, CNM has all of the skills you may need to revolutionize your business available at your request! All of this with service and pricing that is second to none.

Our standard business model, Traditional Services, allows you to choose whatever services that you like and pay for them on an hourly basis. No contracts or red tape.

Our standard service rates are \$85.00/hour for standard service and \$105.00/hour for advance services. Definitions of these services are available on our agreements.

On Demand IT

On Demand IT is CNM's solution to optimize services for customers who demand a higher level of service and predictable billing at an affordable price.

Our On Demand IT solution estimates the number of hours you will use for all of our services each month and consolidates them into one simple bill. Any unused time is rolled over into the next month so you never pay for anything you didn't use.

On Demand IT is best suited for:

- Small and medium offices seeking more than just reactive hourly IT support, but want pro-active support that reduces downtime from network issues.
- Small and medium organizations that need predictability in their IT costs as well as decreased annual costs while maintaining a highly reliable platform with minimal downtime.
- Larger customers that want the added resources of CNM's IT professionals and state of the art remote monitoring & management tools to supplement their internal IT department.

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279 South Hollywood Road, Houma, LA 70360



On Demand IT

On Demand IT places you with an assigned Network Manager that has no less than 5 years of real world technical experience and has access to organized groups of teams that are proficient in multiple disciplines. Your Network Manager is responsible for your business. He is YOUR IT manager. His job is to not only make sure your technology investments are reliable and efficient, but to communicate with your management and keep them updated as to the status of your network and upcoming items that may need addressing.

To do this, CNM will implement a system that allows us to see your network from a whole new level. Each server and workstation will have an agent installed on it that tracks its activities. Every minute, each device checks in with our Network Operations Center to update us of its status and check for any new instructions. We are notified if your systems are running low on drive space, server utilization is too high, a system restarts, new software is installed, bandwidth usage is too high, and these are just a few simple examples. If your equipment is stolen, since we have control of the workstation from anywhere in the world, there's a very good chance we'll not only know who took it but where they are!

Not only can our system detect problems, but it can also respond to them. We can automatically issue commands to your system to repair the issues that are being reported. For example, if a system reports its drive space is running low, we can tell the system to automatically delete temporary files and perform a cleanup.

At the end of each month we provide you with a network health report that will summarize the health of your network by providing you an easy to read summary of backups, tickets, updates, equipment counts, and more.

We can produce complete inventories of hardware and software, run reports on system utilization, remote control workstations, management system updates, and much more. If you have onsite support staff, we can provide them access to our system so they can handle tickets or escalate them to our team if necessary.

Empowered with all of this information, you're Network Manager and your management can make much better decisions in directing resources and during equipment acquisitions. Finally, you can have the resources of a true IT department without a huge investment in Infrastructure.

All of these resources are available for you for a fraction of the cost of hiring additional internal employees. Our resources can scale up and down when necessary so there's no need to find resources when you need them or having them sit idle when things are slow. We want your investment with us to pay for itself with improvements in reliability, productivity, and cost savings. As always, our goal is cost effective Technology Management.



Hosting Services

Web Statistics

How are visitors getting to your site? How are they using your site? Are visitors converting into customers? Which marketing efforts are paying off? Our web stats answers all of these questions and many more with its detailed unique visitor reports.

- See which search terms visitors actually typed into Google, Yahoo, MSN, AOL, etc.

- See how many unique visitor sessions your site got over any time frame.

- Get the most accurate Unique Visitor counts - gauge marketing campaign effectiveness.

- See the screen resolution and color depth your visitors have, and tailor your site accordingly.

Domain Registration

Register your own unique domain today, even if it is only to protect your online business name and reputation for the future.

Mail Services

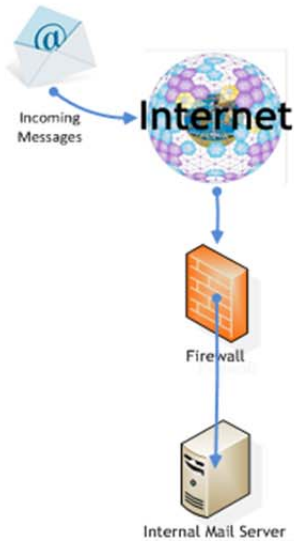
Are you still using "free" services for your work email? Wouldn't you like to have your customers see your company's name appear in your email communications? Try our CNM Hosted Mail Solution. We can provide you with email accounts for all of your employees at your domain name.

Backup Mail

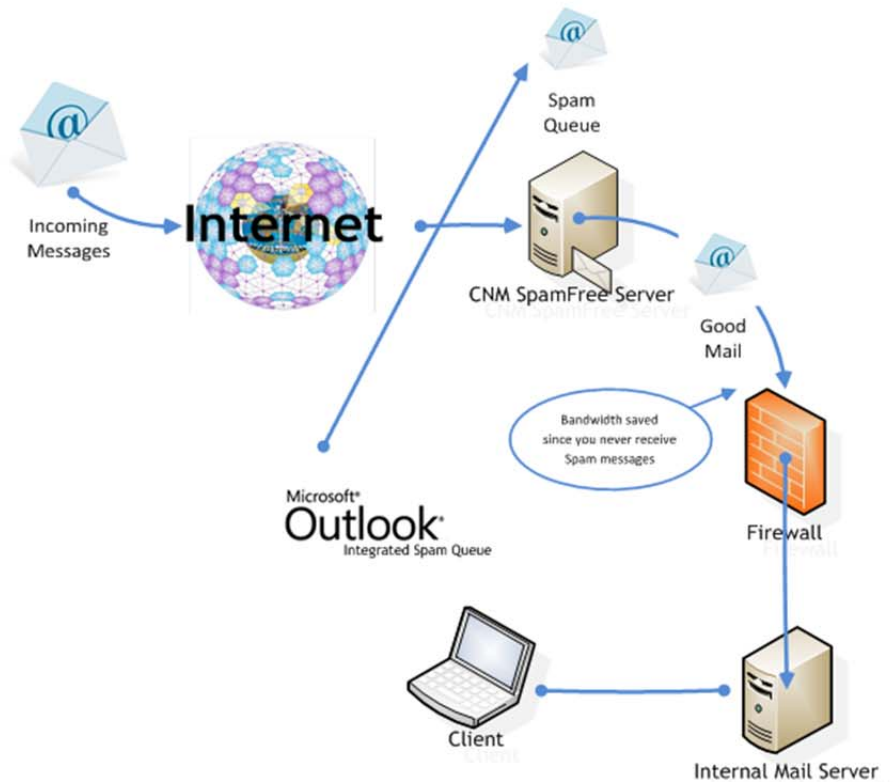
Do you host your own email server? What happens to your email if you lose internet connectivity? Any mail sent to you during the outage is lost. Can you afford to miss important email from your customers? With CNM's Backup Mail service, if your internet connection goes down, you can login to our webmail interface to retrieve your email from anywhere. Rest assured knowing that your email is sitting there waiting for you. No more missed emails.

CNM SpamFree

Typical Mail Solution



CNM SpamFree



Want to eliminate spam, viruses, phishing scams and all the other junk your company doesn't want? CNM can help. With our Spam Free Solution no more junk mail coming to your mail server. We have an intelligent mail filter that will filter 98.6% of all spam delivered to your mail server. Daily improvements are made to the filter as it learns your mail habits and profiles your usage.

Pricing

\$25/month	Up to 10 mailboxes
\$2/month	Each additional mailbox up to 50
*discounts on more than 50 mailboxes	



Offsite Backup

An Offsite Backup solution offers you peace of mind knowing that your data is safely and securely located at another facility other than just your primary business location. Even if you use a tape or disk rotation that moves data offsite regularly, these systems are prone to human error. An offsite backup solution provides redundancy and security for disasters or unforeseen catastrophes.



We have partnered with Mozy Pro to provide the best in class service and security for your data. Mozy is a project of both EMC and VMWare. These two companies are the market leaders in storage and virtualization respectively. When integrating this solution with our ProActive Monitoring Services, all of your backup systems are monitored each day to maximize reliability and continuity of business.

Features:

- SAS70 and ISO27001 certified datacenters.
- Data storage encrypted with military-grade encryption prior to transfer via a 128-Bit SSL connection. Users can choose a managed encryption key or a personal key for added security. The encrypted data is uploaded to the backup service over a mutually authenticated SSL connection to further preserve confidentiality. All users are authenticated using username and password credentials.
- You are able to create local backups to external media as well as offsite backups to provide total data protection. Quick Recovery and offsite protection.
- You can schedule your backups to run daily, weekly, or monthly, or as frequently as every few minutes for near continuous backup protection.
- Overnight shipping of recovery media in an emergency. (Additional Charges apply.)
- Block level backups allow for only changes to large files to be sent offsite without the entire file needing to be resent.
- VSS services allow open files to be backed up as well as Active Directory, Exchange, and SQL!

Pricing is very simple:

License	Storage
Desktop: \$3.95 per month	\$0.50/GB per month
Server: \$6.95 per month	\$0.50/GB per month

Our recommended use of this service is only for critical data offsite backup. It should be used in conjunction with an onsite backup solution that backs up your operating systems to tape or disk for quick server recovery. This strategy reduces the amount of offsite storage space needed and decreases monthly costs as well as tremendously increases speed of recovery.

A typical small business with one server might use 25GB of space for their critical data. This would work out to a monthly cost of less than \$20/month!



Web Design & Marketing

Why do I need a website?

A website is a powerful and inexpensive marketing and advertising tool in addition to being a great way to expand your business into other areas of the state or country. Websites help potential and existing customers find you in the real world: your office location, phone number, etc. Websites can also help persuade a customer that you have the right service or product for them. They can also help you sell products online. It provides you with a place online to completely control the message you send to customers. A website is open 24 hours a day 7 days a week. It can also serve as a representative to answer questions about your business even after everyone has gone home for the day or on the weekends.

What do we do?

We provide you with a modern, professional, unique, beautiful website design that effectively markets your business to the world. We create custom designs to reflect your brand and make you money. Our sites are fast loading and pleasing to the eye. Most of all, we're local. You can call us directly and speak to the same person every time or stop by and visit with us to communicate your ideas.

How do we do it?

We use a flexible design process. First we meet with you to discuss your needs and wants. Our years of experience allow us to mold those ideas into an actual product. We work with you to develop a design that fits your style. During the design process you will be able to give us feedback on each design to ensure that your new website is exactly what you want. Once you are satisfied with your new website design, our developers hand code your website's template using valid HTML & CSS. This ensures your site will load fast, be understood by search engine spiders, work across all browsers and be easily integrated with any CMS or Ecommerce solution.

What do we offer?

- | | |
|--|---|
| <ul style="list-style-type: none"> • Custom web site design • Ecommerce Web site design • Web site template creation • Database driven websites • Website maintenance • Website redesigns and overhauls • Web based application development | <ul style="list-style-type: none"> • Search Engine Submission • Keyword Analysis • Help setup google ad words campaigns • Keyword Optimization • Content Management System Solutions such as Wordpress |
|--|---|



Hosting Services and Pricing

Complete Network Management is here to take care of all of your hosting needs. From website and email hosting to full private server hosting, CNM has what you're looking for.

We provide dependable and affordable web hosting services to a diverse group of customers across the gulf south. Our focus is on providing you with a fully managed solution, great support, reliability, redundancy, security, and functionality.

Our main data center is located in Dallas, TX. This provides our gulf coast customers with all the peace of mind they need during hurricane season. In addition to being mostly out of harm's way, our data centers features: Dual 2 megawatt generators, real time offsite backups, multiple redundant ISPs, and most importantly: local support. You can call us directly. No need to wait on hold with tech support for hours. We provide maximum uptime for your domain at an extremely affordable price.

Let us help you decide what is right for you.

Web Hosting Pricing	
Standard Website Hosting	\$25/month
2GB of Monthly bandwidth	Included
1GB of Disk Space	Included - Daily Backups on Redundant Servers
5 e-mail accounts	Included - \$2 for each additional mailbox
Webmail Access	Each mailbox is given access to easy to use web interface. You can use this as your mail client or you can operate with any pop3 or imap mail client
Spam Filtering	No more junk mail in your webmail boxes! We've installed an intelligent mail filter that will filter 99.6% of all spam. Daily improvements are made to the filter as it learns your mail habits and profiles how you use it.
Local Support	Speak directly with us. No need to call and wait on hold for hours with Technical Support.
Database Hosting	\$25/month
MSSQL & MySQL	Daily Backups on redundant servers
Advanced Web Statistics	\$5/month
Domain Parking	\$15/month
Domain Registration	\$35/year
Backup Email	\$15/month - Includes 5 mailboxes - \$2 for each additional mailbox



Network Health assessment

Network Health Assessment

Your Information system is the nervous system of our company. Keeping it in great shape is key to maintaining the highest levels of productivity and reliability.

Our network professionals will perform a complete assessment of your networks health with can include:

- Network Server health and error reporting to ensure we know before a major problem causes downtime.
- Power Systems assessment to ensure the best protection for critical equipment.
- Workstation Assessments provide inventories of hardware/software and a checklist for cleanup.
- Backup Assessment to ensure that all equipment is properly backed up and can be restored.
- Anti-Virus, Anti-Spyware to verify the appropriate protection is in place for your environment
- Email Messaging Assessments verify that all proper safeguards are in place to ensure smooth mail operations.
- Remote Access and Firewall assessment verify that equipment is properly secured but yet available for those authorized to use it.
- And much more...

Once your network health assessment has been completed, we build a plan for the reconciliation of the finding that begins with an prioritized and itemized list of things to be completed. We also include a comprehensive proposal and timeline that you determine.

To schedule a Network Health assessment, please give us a call at 985-580-3040.

FREE

**Initial Network Evaluation &
Consultation One of Our
Senior Engineers**

25% OFF!

**Test Drive our Service!
Up to 8 Consecutive Hours of Our
Professional Service**



Service Worksheet

Company:
 Address

 City/State/Zip:
 Phone
 Fax:

Contact:
 e-mail:
 Phone:
 Mobile:

On Demand IT Agreement:	Offsite Backup:
Agreement Level: 1 - 2 - 3 - 4 - 5 - 6 - 7	# of Servers: _____ # of Workstations: _____
Hours Per Month: _____	Amount of Storage: (Sold in 25Gb increments): _____
Servers: _____ Stations: _____ Firewalls: _____	

Hosting Services	
Domain Names: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Site Development: Y / N (If No, please fill below) Existing site location: <input type="text"/> Updates necessary: Y / N How Many Databases are attached to all sites: _____

E-Mail Configuration: (Please circle one)

< Client-Site POP / Client-Site Exchange / Cloud Hosted Pop / Cloud Hosted Exchange / Other >

E-mail Addresses: (If more than 5, please include attachment) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	MX Record Configuration: MX 10: <input type="text"/> MX 20: <input type="text"/> MX 30: <input type="text"/> MX 40: <input type="text"/> MX 50: <input type="text"/>
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Spam Free Filtering: Y / N # of Mailboxes: _____	
Backup Mail: Y / N # of Mailboxes _____	