



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.

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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.