

Coherus Managed Technology Services

At Coherus, we believe that organizations with 50 and fewer employees deserve comprehensive professional technology support ... not merely routine visits by unproven technicians. With that belief in mind, we designed the Coherus Managed Technology Plan for smaller companies with sophisticated and mission critical technology needs.

The Coherus Managed Technology Plan can include one or more of our full spectrum of managed enterprise technology solutions:

- Hardware and network support provided by our Co-Net[®] maintenance plan
- Managed web and hosting services through our Co-Mail[®], Co-Web[®] and Co-Host[®] solutions
- Managed software development under our Co-Soft[®] applications development service
- Consulting services which can provide you with support for everything from equipment procurement, installation and testing to facility expansions and moves to telephony and network planning, and beyond

The Managed Technology Plan is designed for clients who desire the efficiency and convenience of working with a single qualified service provider. Our Managed Technology Plan can cover all of your organization's current and future technology needs without requiring that you manage multiple vendors, and dispensing with complex contracts and bills.

An experienced account manager will be your primary contact and serve as your dedicated advisor. As a first step, your account manager will prepare and recommend a Managed Technology Plan which has been customized your organization. As your organization grows and changes, you account manager will be there to make sure your technology is optimized to support you all the way and will continually reevaluate your plan and mach it to your needs.

The Coherus PC and Network Maintenance Solution: Co-Net[®]

Summary

The Co-Net PC and Network Maintenance solution is at the heart of every client engagement and forms the basis for establishing a working relationship between us and our clients. Co-Net is an ideal service for managing and maintaining all of your enterprise technology infrastructure from your PCs to your servers, printers, switches, routers and even telephone systems.

Co-Net is tailored to every client's specific network environment and their organizational goals and needs. It is structured as a continuing maintenance and support agreement with one goal; your peace of mind. Under Co-Net, we proactively seek out potential issues before they affect your business and correct them. In the event that you experience a problem or an issue with your network or computer for any reason, just give us a call and we'll take care of it.

Co-Net[®] Features

- Complete 'help desk' support for all PCs, servers and other network hardware
 - Hardware problems are diagnosed and repaired or replaced as required
 - Operating System and firewall issues can be diagnosed and, many times, corrected instantaneously using remote access technologies
 - Service handled remotely or on-site as required
- Proactive monitoring and system alerts
 - Monitoring software installed on your network permits us to monitor uptime, disk space, CPU and memory utilization and alerts us to networking problems or potential problems on a real-time 24/7 basis
- Network and Microsoft Operating System Support
 - Implement network directory services to manage user accounts, groups and other organizational elements utilizing best practice group policy techniques
 - Proactive management of all server and workstation operating systems to include managing and approving all associated software patching and updates
- Network-wide security and disaster recovery management
 - Installation and management of server-based Virus, Spam and Anti-Adware protection including proactive update management to all network PCs
 - Implement server-based daily backup of critical data for all network PCs with offsite archiving available
- Quartely review, client briefings and general contact with Account Manager
 - Onsite client meeting every calendar quarter to review network status, including update, trouble-processing and upgrade statistics, and recommend network changes or modifications to more efficiently support the organization
 - Ad-hoc client meetings to discuss network infrastructure issues as they arise
 - As appropriate, client meetings with account manager and associated technology experts to present options for upgrading network functionality or automating additional business processes
 - Account Manager available by phone to dicuss any and all things concerning your technology infrastrarcture and how it relates to your organization's needs

The Coherus eMail Solution: Co-Mail®

Summary

Coherus Co-Mail is a standards-based, hosted email messaging solution. Cost-effective, scalable and easy to use, Co-Mail is an ideal service for small to medium-sized companies and non-profits that require a robust email solution without the burden and cost of installing and maintaining their own email server and software. With Co-Mail, we will help you to quickly setup, personalize and manage your new email capability.

Our Hosting Facility

Co-Mail is hosted on our servers that are co-located in a world-class, Tier I, fully redundant hosting facility in Northern Virginia (www.equinix.com):

- Network availability measured at > 99.9999% uptime
- Premier peering arrangements results in superior internet connectivity
- Enterprise-grade firewalls and anti-spam appliances ensure highest levels of data protection and security
- Redundant servers, mirror backup and data archiving architecture means no lost emails
- Our neighbors in the facility include AT&T, Sprint, Google, Microsoft, Yahoo! and others

Co-Mail® Features

- Access via web interface with wireless capability and list server functionality available
- Full support for Outlook and other major email clients
- Anti-spam protection provided by Barracuda Networks (www.barracudanetworks.com)
- Real-time backup with eMail archiving available
- Each account includes:
 - 25 email accounts
 - 2 gigabytes of hard drive space for your domain
 - Optional groupware calendaring and IM available

The Coherus Managed Server Hosting Solution: Co-Host[®]

Summary

Co-Host is a colocation-based hosting solution for all your mission critical file, data and email servers. By hosting your servers in our facility you will achieve improved system uptime, added security, truly uninterrupted power feeds, automated backup options that can reduce or even eliminate the need for a separate dedicated server room with all the related cooling/electrical capacity investments and facility space.

Our Hosting Facility

The Co-Host solution means that your server is collocated in our racks located at a world-class, Tier I hosting facility located in Northern Virginia (www.equinix.com):

- Network availability measured at > 99.9999% uptime
- Premier peering arrangements results in superior internet connectivity
- Enterprise-grade firewalls and anti-spam appliances ensure highest levels data protection and security
- Our neighbors in the facility include AT&T, Sprint, Google, Microsoft, Yahoo! and others

Co-Host[®] Features

- 1.5 mps bandwidth guaranteed with unlimited bandwidth-on-demand option available
- Intelligently routed fully redundant network
- Daily backup includes 50 GB capacity with additional capacity available
- Redundant servers, mirror backup and data archiving available
- Managed firewall services including intrusion protection, required firewall rule sets and VPN services as applicable and available.
- Scheduled maintenance by Coherus technician
- Manual reboots and scheduled hardware upgrades and troubleshooting by Coherus technician
- 24/7 emergency service available

The Coherus Web Hosting Solution: Co-Web®

Summary

Coherus Co-Web is convenient hosted website solution for clients who do not require a dedicated web server, but want the highest levels of availability and security.

Our Hosting Facility

The Co-Web service will have your website hosted on our servers that are co-located in a world-class, Tier I hosting facility in Northern Virginia (www.equinix.com):

- Network availability measured at > 99.9999% uptime
- Premier peering arrangements results in superior internet connectivity
- Enterprise-grade firewalls and anti-spam appliances ensure highest levels data protection and security
- Redundant servers, mirror backup and data archiving available
- Our neighbors in the facility include AT&T, Sprint, Google, Microsoft, Yahoo! and others

Co-Web® Features

- 10 G of storage
- 1G of monthly data transfer and other packages available
- Front page extensions and database capabilities

The Coherus Managed Applications Development: Co-Soft®

Summary

Coherus' highly skilled staff of programmers can modify, update or enhance your current business software applications—or we can write your own custom application from scratch. In addition to our local team of highly skilled software development engineers and programmers, we have the added capability to outsource development work and coding to Asia in order to keep costs low without sacrificing quality. In addition to lower costs, our offshore partner can quickly assign additional programmers to help us complete projects in a short amount of time.

Capabilities

- **Custom software development**
 - C+++, .NET, Java, Unix/Linux
 - Database development
- **Applications software development**
 - CRM; CMS
 - Knowledge management systems
 - Customized collaboration and shareware systems

Co-Soft® Benefits/Features

- Allows you to take advantage of lower development costs, reduce the distraction of managing an in-house software project and to speed up the development timeline
- Coherus utilizes a 'Software-as-Service' approach, which means we can bundle the bulk of the development costs into a monthly service package ... minimizing or even eliminating upfront development costs

Consulting Services

Summary

Coherus provides a range of consulting services which help make technology relevant and practical for your business and which provides you with complete support. Our overriding philosophy is to find and implement technology solutions that work for your business, because the last thing clients want is a complex and costly distraction from the daily work routine and the achievement of the long term organizational mission. We believe that a prudent amount of objective planning goes along way towards streamlining and fully tapping your significant investment in technology. As a powerful adjunct to our core services, we have successfully assisted clients in the following areas:

Consulting Services

- **Equipment Procurement**
 - Needs assessment
 - Purchase
 - Installation, configuration and burn-in monitoring
- **Network Planning**
 - Business requirements analysis
 - Systems capabilities and gap assessment
 - Solutions planning based on business analysis
- **Moves/Facility expansion**
 - Move project planning
 - Connectivity and infrastructure planning
 - Physical move and re-installation of equipment
- **Enterprise Network Implementation**
- **Communications Planning**
 - VOIP and other telephony solutions
 - Teleconferencing and Video solutions
- **Other**
 - Disaster recovery and archiving solutions
 - VPN and security analysis
 - Shareware and open source implementation