

## SUPPORT SLA DESCRIPTION

PlatinumPlus, our most comprehensive service plan, goes beyond technical support. It goes beyond simply monitoring modus™ servers. Our dedicated team of security experts oversees your mail flow to ensure that your system is functioning properly and optimally. PlatinumPlus is an industry first, and no other vendor even comes close to matching our commitment to your email security. Some of the benefits include:

- Unlimited access to a Vircom security expert for critical issues, 24/7, 365 days per year
- modus™ configurations backed up online and stored securely at Vircom
- Data collected over an encrypted link to ensure privacy and security
- Status reports

## DEPLOYMENT

### EMAIL SYSTEM AUDIT AND BEST PRACTICES

To prepare your server for installation, Vircom experts, along with your IT personnel, perform a modus™ configuration audit, outline possible issues from the onset and make recommendations to ensure optimal system performance.

*The following is a partial list of the audit tasks conducted by Vircom personnel:*

- Ensure that modus™ is configured properly - spam settings, database tuning, web applications
- Verify logs and provide status
- Tune system for optimal mail flow
- Run spam simulation through your mail system prior to deployment

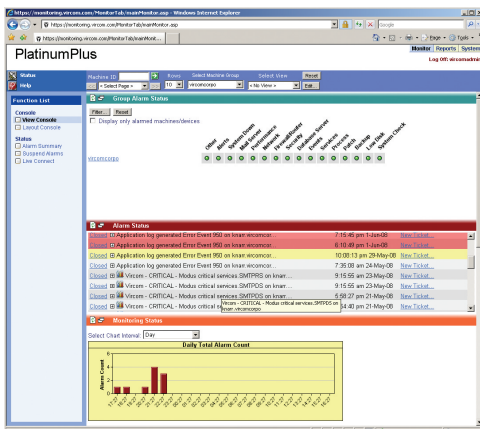
### INSTALLATION

Vircom installs the monitoring tools and completes the initial modus™ configuration. You also benefit from our online backup service that saves your unique configuration settings to our storage servers, regularly and securely.

- Probes to send and receive email through your server
- Scripts to perform mail flow checks
- Monitors to check the status of the modus™ services and specific performance counters
- Alerts configured to check for issues such as lack of disk space and agent status
- System checks to ensure that the target system is responding
- Daily online backups:
  - System configuration
  - Monitoring database
  - Sieve database
  - Extended database, if applicable
- Scheduling of customer reports

### PLATINUMPLUS WALKTHROUGH

Step-by-step training is provided as Vircom staff installs and configures the elements of the PlatinumPlus service plan. Clients benefit from a detailed explanation of the various reporting features and their configuration.



## MONITORING

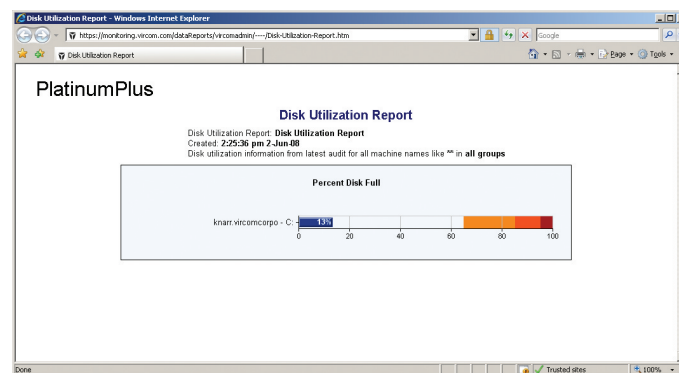
### MONITORING AND SUPPORT PROCESS

PlatinumPlus monitors your mail flow 24/7, 365 days per year through service status indicators and performance counters. Your IT staff receives weekly and/or monthly reports to the mailboxes of your choice.

Vircom experts receive alerts for both critical and non-critical issues on their pagers. Critical issues are those that affect mail flow, such as low disk space, spool backlog and services that are down or unresponsive. If a critical issue occurs during non-business hours, with your permission, our staff intercedes by securely logging into your mail system to attempt to resolve the issue. If the situation requires your attention, we will contact your IT staff. Non-critical issues are treated during normal business hours.

*Reports are generated for the following:*

- Weekly frequency
  - Disk utilization
  - CPU usage
  - Inbound connections
  - Spool usage (inbound and outbound queues)
  - Uptime history
- Monthly alarm summary



### MONITERED METRICS

The PlatinumPlus service uses thresholds to ensure that your mail infrastructure is always operational. Each setting can be customized or even disabled to suit your requirements.

- Inbound and outbound mail flow
- Monitoring of SMTPRS, SMPTDS, POP3 and IMAP4S services
- Disk space usage
- Database access rates
- Message spool backlogs
- Mail agent access
- Denial of Service (DOS) detection
- Port monitoring

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