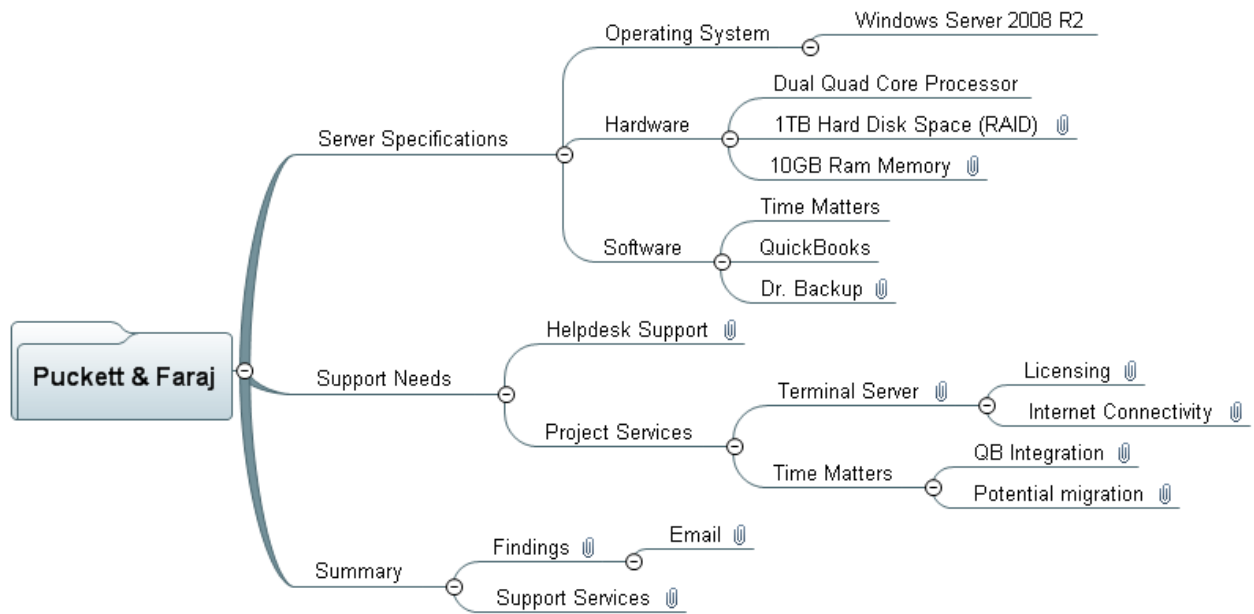


Puckett & Faraj



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I. Server Specifications

A. Operating System

1. Windows Server 2008 R2

B. Hardware

1. Dual Quad Core Processor

2. 1TB Hard Disk Space (RAID)

Need to determine which level of RAID (hard drive redundancy) the server is setup for.

3. 10GB Ram Memory

More than ample amount of memory to run Quickbooks and Time Matters. Should be plenty of memory to add virtual server for Remote Desktop. Server 2008 R2 is capable of recognizing up to 32GB of RAM should an upgrade in the future be necessary.

C. Software

1. Time Matters

2. QuickBooks

3. Dr. Backup

Local and Remote Backup. Wesley noted that data was stored on the laptop he was working on and wasn't sure if it was being backed up via Dr. Backup and/or being replicated to the server but at first glance the data did not appear to be stored on server drives. If this is the case an audit should be done to see where user data is and insuring it is saved to the server and then offsite.

II. Support Needs

A. Helpdesk Support

Ongoing support for computer troubleshooting and server maintenance. Wesley did not find AntiVirus software on the computer he was working with. We need to make sure all computers and the server have up-to-date AntiVirus protection.

B. Project Services

1. Terminal Server

Server 2008R2 includes a license for Hyper-V virtual server. To allow users to connect remotely BCTS proposes to configure a Terminal Server as a virtual machine and allocate the appropriate amount of hard disk space, processing power and memory to allow multiple users to have concurrent access to files and applications.

a. Licensing

Remote Desktop Licensing CALs (client access license) are required per user or machine. Estimated retail cost is \$149 for 1 or \$799 for 5. I am attaching a discounted quote from Cd-W (5 for \$386)

b. Internet Connectivity

In order for Terminal Services to accept incoming connections it is necessary to obtain static IP addresses from your Internet provider. Currently Verizon provides DSL connectivity for your site which is limited in bandwidth. I have inquired with Comcast to see if it is possible to get service to at your location. They will perform a site survey this week and get back to us by Friday. If available we could potentially get a 12Mbps (atleast double what you have now) connection starting at \$59/mo with a static IP for an additional \$15/mo or a block of 5 for \$20/mo. If not Verizon offers a Static IP address for around \$20/mo

2. Time Matters

a. QB Integration

Several 3rd party vendors offer connectivity tools to integrate Quickbooks and TimeMatters such as Data Equity(www.dataequity.com). We can help identify the appropriate tool if the Firm will continue using Time Matters after changing over to a PLLC.

b. Potential migration

Several of our clients use Juris however both are LexisNexis products. I have an open issue with Lexis Nexis to determine if Juris integrates more seamlessly with QuickBooks.

III. Summary

A. Findings

I'd like to have Wesley perform a site survey to confirm data backup and determine any weaknesses and recommend best practices for your security and data. As mentioned above, AntiVirus software wasn't found on the machine he was working on and it appeared that the data was local to the laptop and not stored to the server. In moving to a Terminal Server data should be stored on the server for accessibility and security (theft of laptop, etc.). If needed, we can create an offline copy of files for traveling users and have files sync when reconnected to the network. In order to move forward on configuring the Terminal Server a static IP address needs to be configured for the Internet connection. Terminal Server Licensing will need to be purchased, however if not previously activated, there is a grace period of 180 days to use the Terminal Server without licensing.

1. Email

We found the Outlook email file size to be around 10GB for the user Wesley was working with. Microsoft recommends a email file no larger than 4GB. Above this users may experience extreme delays in accessing email folders and subfolders and increases likelihood of corruption. We can work to archive emails if email access becomes sluggish.

B. Support Services

Given your size and past IT support needs I believe a Block Hours Agreement would be the most appropriate for your organization. The BOH contract provides the same preferred rate and service level agreement as our Retainer contract over our AdHoc agreement. A minimum of 15 hours of support can be prepaid and the hours are deducted as the work is performed. If work is completed in a month a billing summary with used and available hours left on the contract will be provided via email.

After we've resolved the smaller issues, gotten systems up to date and implemented the Terminal Server I would anticipate your monthly needs for support will be fairly low and a block of 15 hours would last you for several months. I would recommend we allocate an hour per month for server maintenance but we are willing to tailor the hours however you see fit.