

CCSINET Infrastructure Protection Plan

**CCSI Can
Protect Your
Information
And Your
Investment**

CCSINET IS A BUNDLED SERVICE that not only provides hardware replacement, but also provides highly qualified Cisco™ certified engineering resources to ensure timely resolution in mission critical situations.

The implementation of a CCSINET Infrastructure Protection Plan is the most effective way to insure that your network remains healthy and fully operational. CCSINET protects your organization from costs associated with unanticipated infrastructure failures. We provide the engineering resources required to help you get back on track fast.

CCSI's comprehensive support options ensure end-to-end support of your infrastructure as a single budget line item. With increasing dependence on the Internet, we recognize how essential business continuity is to all of our clients. CCSI's web-based tracking system manages all our service calls.

CCSI support specialists have an average tenure of 20+ years. Our team consists of over 35 certified engineers who have earned the following credentials:

- CCIE (Cisco Certified Internetwork Expert) CCIE is the Industry's Most Respected IT Certification. Less than three percent of all Cisco certified professionals earn their CCIE.
- CCNP (Cisco Certified Network Professional)
- CCNA (Cisco Certified Network Associate)
- CCDA (Cisco Certified Design Associate)
- MCSE (Microsoft Certified System Engineer)
- PMP Certified Project Management
- PMI Certified Project Management

CCSI

New York State OGS Contract # CMS593A

Contract Period: February 2, 1998 - December 31, 2010

Group: 73012 Award: S960275E.1

Contemporary Computer Services, Inc. is a Small Business Entity (SBE). For projects up to \$100,000, the procurement can be offered without competition to any Contractor designated as a NYS Small Business Enterprise (SBE), a NYS certified minority or women owned business enterprise (MBE or WBE) without a competitive bid (also known as Discretionary Purchase).

For complete FAQ, please refer to the following link:

<http://www.ogs.state.ny.us/purchase/snt/awardnotes/73012S960275FAQs.pdf>

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Comprehensive support

CCSINET Plan Options

*Choose an option
tailored to your
requirements.*

*Then rest easy with
the reliable coverage
of CCSINET.*

OPTION 1: CCSINET COMPREHENSIVE COVERAGE

- Coverage of all equipment listed
- Bundles CCSI certified engineering, troubleshooting, configuration, and hardware replacement.
- Backup of system configuration files at time of contract
- 8X5 Coverage
- Advanced replacement of failed equipment
- Replacement of system configuration files

OPTION 2: CCSINET PREMIUM COVERAGE

- Coverage of all equipment listed
- Bundles CCSI certified engineering, troubleshooting, configuration, and hardware replacement.
- Backup of system configuration files on a weekly basis (This will require a CCSI owned router to be installed on-site behind the customers firewall to terminate a VPN from our NOC. We will also require access to all Cisco™ equipment covered under the contract.)
- 8X5 Coverage
- Advanced replacement of failed equipment
- Replacement of system configuration files