

EVERDREAM



## Request for Information (RFI) On Outsourced Desktop Management

**RSVP Deadline:** E-mailed or postmarked by **August 28th, 2006 5 p.m. (EST)**  
**RFI Deadline:** E-mailed or postmarked by **September 15th, 2006 5 p.m. (EST)**  
**Publication Date:** **November 9th, 2006**

### *I. Introduction*

Network Computing's **November 9th, 2006** feature will be devoted to outsourced desktop management providers.

If you would like to participate, please RSVP to the author, Mike DeMaria (mdemaria@nwc.com) by **August 28, 2006** and **return the completed RFI by September 15, 2006**.

### *A. Purpose*

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on **outsourced desktop management** products for publication in Network Computing on **November 9, 2006**. Participating vendors must meet the minimum requirements for participation described in Section B and agree that any information returned to Network Computing in response to this RFI **will be published** in print and electronic form on our Web site, [www.networkcomputing.com](http://www.networkcomputing.com).

### *B. Instructions*

The following minimum product requirements are necessary to participate in this review of hosted desktop management. Please check all that apply.

- ✓ Product is available to customers on or after **November 9, 2006** and is not in beta form
- ✓ Supports Windows XP Pro
- ✓ Does inventory scanning.
- ✓ Does software distribution.
- ✓ Does software license monitoring.
- ✓ Does patch management.
- ✓ Works with dynamic and unpredictable IP addresses (for remote workers).

**If you do not meet all of these criteria, your product does not meet the minimum qualifications for this review. Please notify Mike DeMaria (mdemaria@nwc.com or 315-443-5798) by August 28, 2006 that you do not meet the criteria for participation. Thank you for your consideration.**

If you respond to the RFI, please note the dates in Section C to complete the RFI on time for inclusion in our **November 9, 2006** issue. We suggest you read through the entire RFI before answering questions. You can reference answers to other questions in the RFI using the section and question number. Please do not reference materials outside the RFI; incorporate them into your answers. This RFI will be the **only** source used to review your product.

Some questions provide for Yes/No checkbox answers, while some require more detail using an essay format. **Essay-type questions may include word-count limits. Any responses submitted beyond the limit may be disqualified.**

Please answer all questions--this information is the foundation on which we determine the winning bid and our Editor's Choice Award. If you do not have an answer for a question or it does not apply, please indicate that in the space allotted. If you do not support the features asked about in the question, you may give a response as to why your product should be selected over a vendor who offers that feature. In such an instance, be sure to clearly indicate that you don't offer the feature. If you leave a question blank, we can only assume that your product does not support the proposition.

### *C. Effective Dates*

**RFI Issue Date:** August 18, 2006

**RSVP Deadline:** August 28, 2006 by e-mail to Mike DeMaria by 5 p.m. (EST),

**RFI Deadline:** September 15, 2006 postmarked or e-mailed by 5 p.m. (EST)

**Publication Date:** November 9, 2006

## *II. Business Overview*

To assist with your responses we have developed the following scenario. In your responses to the specific items listed below, please reference the needs outlined below. Also, please read the entire RFI before completing the first response and avoid redundancy wherever possible.

Last Spike Enterprises, a medium sized business with 2200 desktops, is the premiere and largest manufacturer, reseller and distributor of model railroad vegetation and livestock figurines. The privately held company has experienced a period of explosive growth, doubling the company size in the past year. This is due to a major push in advertising, as well as hiring additional people in marketing and sales. The IT staff has not been able to keep up with this growth rate, and existing desktop management models have proven to be insufficient. Approximately 2000 of their 2500 employees work in the central office. Not all employees need a dedicated computer. There are 5 branch offices connected to the central office via business class DSL and IPsec VPN. Each branch office has 10 employees and 10 desktops. The remaining 450 workers are mobile or telecommuters, each with a laptop. Laptops connect to the LAN via a software client IPsec VPN.

Last Spike has a distributed IT staff. Select workers in individual departments are responsible for their user's day to day tasks and basic tech support, while a small central group handles IT direction, backbone infrastructure, policy and advanced tech support. They also maintain the corporate Active Directory domain. The distributed staff occasionally orders software. All software purchases must be reported to the central IT department. The distributed IT staff is responsible for managing their software purchases, and ensuring license compliance. Last Spike is especially worried about software license compliance. Recently, one of the CEO's golfing buddies was subjected to an investigation and audit, which spurred approval of the money for this project.

A year ago, Last Spike looked into low cost on-site desktop management products. This arose out of concern for deploying software in a timelier manner, better control over patch management and

monitoring software license compliance. IT also wants to prevent users from running unauthorized applications. Due to internal differences of opinion, no solution was put in place. With the recent growth explosion, Last Spike realizes that they must alter their practices. One concern is that there isn't enough internal time and talent to support a reliable and large scale desktop management system. Additional staff may need to be brought on board to support such an endeavor. Last Spike is forecasting growth to 5000 desktops by the end of 2008, although there is a real possibility that interest in model railroad market could collapse. Last Spike is conservative with their budgets, and do not want to overspend.

### ***III. Business Essentials***

- A. Employees: 2500
- B. Desktops requiring management: 2200
- C. Offices: Central office with 2000 staff members, 5 branch offices with 10 employees each
- D. Desktops requiring management in central office: 1700
- E. Desktops requiring management in remote offices: 50 (aggregate total)
- F. Remote workers: 450 workers are mobile or telecommuters

### ***IV. Technology Goals***

- A. Deploy software faster
- B. Test and deploy patches faster
- C. Detect and close vulnerability holes
- D. Determine hardware makeup of organization
- E. Offer desktop backup and restore if possible
- F. Locking down desktops

### ***V. Business Objectives***

- A. Improve the help desk effectiveness.
- B. Plan for future hardware upgrades
- C. Avoid downtime through unpatched systems
- D. Ensure compliance with software licenses

### ***VI. Review Criteria***

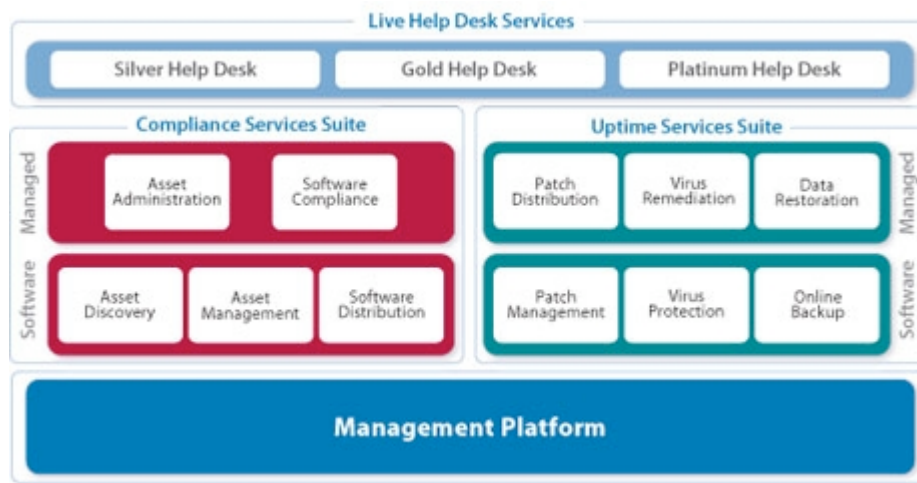
**The proposed offerings will be graded on the following criteria:**

## A. General Architecture

### 1. Provide a diagram or describe the major hardware and software components and how they are interrelated and interconnected.

A simple Internet connection activates Everdream's industry-leading on-demand desktop management services and platform, so all of a company's desktops and laptops, regardless of location, are "Everdream Protected." With Everdream, users are assured that desktops are in compliance, safe and secure, and up and running.

Everdream provides a complete, integrated offering of on-demand software and managed services for all desktop management operations. The following diagram and ensuing descriptions details Everdream's software services and managed services as well as its help desk services.



**Software Services** - Delivered as "Software-as-a-Service" over the Internet, Everdream's software services automate processes that enable effective, real-time desktop management regardless of the location of the assets.

**Managed Services** - Everdream's proactive managed services, delivered by the Everdream team or one of its managed service provider partners, provide additional value-added services based on industry best practices.

- Everdream Compliance Services Suite provides greater visibility into hardware and software assets, tracks software license usage, and helps ensure regulatory compliance no matter where the computers are located -- features traditional on-premise solutions can't match.
- Everdream Uptime Services Suite provides complete protection against Internet attacks, hackers, and loss of critical data through virus protection, patch management, and online data backup services.
- Everdream Live Help Desk Services empower users to cost effectively outsource end-user support with a 365x24x7 help desk that offers significantly improved satisfaction and productivity. Choose a pre-defined package or customize to best fit the exact needs of the business.

All of Everdream's services are powered by its industry-leading on-demand desktop management platform and its client-based agent architecture.

**2. Provide the business case for your proposal based on Last Spike's goals, objectives, and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.**

Everdream provides a complete, integrated offering of on-demand software and managed services for all desktop management operations – eliminating the need for multiple point solutions from different vendors. Everdream provides the full range of desktop management -- enabling real-time management visibility into hardware and software assets, tracks software license usage, automatically distributes software, ensures regulatory compliance and ongoing desktop optimization regardless of location, as well as ironclad protection against security breaches, hackers and lost data.

The features and advantages of Everdream include:

**Asset Discovery, Management and Administration** -- Ongoing visibility and control over all desktops; drives adherence of corporate standards by automating application/upgrade distribution using uniform configurations; and ensures the success of a company's asset management initiative by.

- Identifies all IP-based network devices and lowers IT administration costs through better control of known assets.
- Eliminates error prone inventory collection through automated tracking of installed software and hardware.
- Ensures software contract compliance by flagging unauthorized software and identifying licenses that exceed purchased amounts.
- Eliminates onsite support visits via LAN-based remote control.
- Provides lifecycle information through move/add/change history tracking.

**Software Distribution**

- Minimizes manual work by IT administrators through automated software delivery.
- Provides deployed software status and ensures high distribution success rates via troubleshooting logs.
- Transfers data securely over the Internet by leveraging 128-bit SSL encryption.
- Enables end users to request new applications via a self-service portal.
- Centralizes software distribution reporting via an intuitive dashboard interface.

**Software Compliance** -- assists users with BSA audits and effective software license programs by:

- Facilitating software contract compliance by identifying unused and exceeded licenses.
- Ensuring corporate policy adherence by proactively monitoring all assets.
- Generating reports for license allocation / usage monitoring and trends.

**Virus Protection** -- advanced virus, spyware, and malware prevention powered by Symantec AntiVirus Corporate Edition.

- Standardizes antivirus software through automated installation and updates.
- Keeps desktops protected through continual updates of virus definitions.
- Automates the complex uninstall processes for out-of-date antivirus software.
- Centralizes virus protection status reporting via an intuitive dashboard interface.
- Assesses new viruses and provides proactive alerts of security threats and recommended actions for protection.
- Protects end-user systems by monitoring, auditing, and repairing antivirus software.
- Provides live 24x7 support of virus / spyware removal and system clean up in the event of a virus outbreak.

**Patch Management** -- protects corporate and remote users through a fully automated or targeted approach.

- Provides criticality assessments of vulnerabilities through continuous patch release monitoring and analysis.
- Centralizes patch compliance reporting via an intuitive dashboard interface.
- Distributes software patch packages in an automated or targeted method.
- Monitors distribution status, performs root cause analysis, and develops fixes.
- Provides monthly patch compliance reporting.

**Online Backup** -- delivers safe and secure backup.

- Protects end users from data loss through automated, Internet-based backup. Automates the scheduling and execution of frequent backups.
- Centralized online backup reporting so all users are up-to-date.

**3. Provide a justification for using a hosted desktop management provider instead of going in-house. Please limit your answer to 300 words or fewer.**

Every company is doing some form of desktop management in house -- whether walking from PC to PC manually updating them or using point solutions to solve specific issues. But that approach will fall down in one way or another. And unfortunately most solutions on the market today fall short in providing a single window into the complete global desktop environment. Even worse, companies are still not able to proactively manage their complete desktop operations, nor are they able to optimize valuable IT resources for strategic initiatives.

Chances are, Last Spike will evaluate the various alternatives in the market and learn that no one solution solves all of its problems. They most likely would settle for one approach because it solved their biggest issue or they will end up not doing anything at all because no solution was compelling enough.

Everdream believes that its on-demand approach to desktop management is the only solution in the market that will solve all of Last Spikes problems at tremendous value.

By evaluating each alternative against a set of objective criteria as is done in the table on the next page, it clearly demonstrates that an on-demand model for desktop management will deliver the most value to an organization while relieving them of the ongoing burden of desktop management.

## Desktop Management Alternatives

| Selection Criteria                                                             | On-Demand | Manual | Point Applications | On-Premise Applications | Fully Outsourced |
|--------------------------------------------------------------------------------|-----------|--------|--------------------|-------------------------|------------------|
| Minimal up front investment                                                    | ✓         | ✓      | ✓                  |                         |                  |
| No capital expenditures for hardware & software                                | ✓         | ✓      |                    |                         | ✓                |
| No costly license and implementation fees                                      | ✓         | ✓      |                    |                         | ✓                |
| Low monthly fee                                                                | ✓         | ✓      |                    |                         |                  |
| Rapid deployment, i.e. days not weeks, months, or years                        | ✓         |        |                    |                         | ✓                |
| Guaranteed Service Level Agreements                                            | ✓         |        |                    |                         | ✓                |
| Supports remote and mobile work forces                                         | ✓         |        |                    |                         | ✓                |
| Relieves IT of ongoing burden of desktop management                            | ✓         |        |                    |                         | ✓                |
| Enables IT to focus resources on more strategic projects                       | ✓         |        |                    |                         | ✓                |
| Complete, integrated offering for all desktop management needs                 | ✓         |        |                    | ✓                       | ✓                |
| Collaborate with only one vendor rather than multiple vendors                  | ✓         |        |                    | ✓                       | ✓                |
| Maintain control of desktop management processes through management visibility | ✓         |        |                    | ✓                       |                  |
| Easy-to-use system that does not have unnecessary complexity                   | ✓         |        |                    |                         |                  |

## *B. Platform & Protocol Support*

1. Which operating systems are supported for inventory scanning?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

2. Which operating systems are supported for software distribution?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

3. Which operating systems are supported for patch management?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

4. Which operating systems are supported for remote control?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

5. Which Web browsers are supported for web based administration by the IT managers?

- ☒ Internet Explorer,
- ☐ Internet Explorer, Mac OS X
- ☐ Safari, Mac OS X
- ☐ Firefox, Windows
- ☐ Firefox, Mac OS X
- ☐ Firefox, Linux
- ☐ Konquerer, Linux
- ☐ Mozilla, Linux
- ☐ Lynx
- ☐ Opera
- ☐ We do not use web based administration

**6. If you do not use web based administration, please describe what you use for administration, and which platforms are supported.**

Not applicable as Everdream provides a web-based administration capability.

**7. How do clients update their information and receive new tasks? Are they performed on a periodic schedule (pull), can tasks be performed immediately (push), or do you support both? What's the smallest period of time supported for performing an update? Please limit answer to 250 words.**

The client updates and receives next tasks via the Everdream Control Center (ECC).

The ECC is a web-based console that enables you to manage PCs and other assets in your environment. Importantly, the Control Center can be easily accessed from any PC that is connected to the Internet. This simplifies the day-today management of the PCs without requiring any upfront capital expense.

The ECC is hosted in a secure, high availability data center and provides direct access to a data warehouse of operational information from application service modules. Users can view both standard and custom reports generated in real-time from the database secure connection. VPN access is not required either for Control Center users or managed assets. As long as assets are connecting to the Internet, you can manage them via the Control Center.

For this particular example, the client updates all information and receives new tasks via a periodic polling schedule from within the Everdream Control Center. The smallest interval of time supported for polling is 15 minutes.

## *C. Inventory*

### **1. Describe what hardware information can be retrieved. How detailed are the results? (Please limit to 250 words).**

Information that can be collected through the registry or a Windows Management Instrumentation (WMI) query can be retrieved by the Everdream Client Manager (ECM).

Information collected on hardware includes:

- System Status
- Manufacturer
- Computer Model
- Operating System
- Serial Number
- Processor Speed
- Processor type
- Installed RAM
- Hard Disk
- IP Address
- MAC Address
- Network ID Name
- System User Name
- Network Card

### **2. Describe what software information can be retrieved. How detailed are the results? (Please limit to 250 words).**

The ECM retrieves all software registered in Microsoft's Add or Remove Programs panel. Everdream has the capability to retrieve all software information stored in the Window's registry. In addition, the ECM can scan all executables on a system and return that information as well.

### **3. Is registry information collected? Is an exhaustive list of files collected? (Please limit to 100 words)**

Yes. Registry information is collected to identify the list of Software Titles on the asset. An exhaustive list of files can optionally be collected if the customer so wishes.

### **4. Can your product be used to track leased computers? Can it track non-PC inventory (such as projectors)? Please limit to 250 words.**

The ECM allows the customer to track lease and purchase information on their computers.

Available fields include:

- Lease start date
- Lease end date
- Lease cost per month
- Vendor
- Warranty end date
- Purchase date
- Acquisition type
- Invoice number and
- Order number.

In addition to computers, non-PC inventory can also be tracked side by side in exactly the same manner. Customers can track all inventory types together in the same screens.

**5. Describe how Last Spike will be able to use inventory information to better plan for future hardware and software upgrades. Please limit to 250 words.**

Last Spike will be able to use a combination of the inventory retrieved from all computers as well as the purchase and lease tracking information to manage their asset life cycles.

## *D. Software Distribution*

**1. What software can be distributed? Are you limited to just MSI files? Can custom installers be created? Describe the process to create non-MSI installs (snapshot installs). Do you support pushing down individual files and folders? Please limit to 500 words.**

Software distribution is only limited by the customer's imagination. Both MSI and EXE files can be distributed. Customers can create, register and distribute their own custom installers through the Control Center. Using this technique, individual files and folders can be pushed to systems as well.

**2. How do you handle dependencies? Can you specify if an application requires another app before installing? Please limit to 250 words.**

Through our custom installer creation, customers can create any level of installer pre-requisite or dependency complexity. The power and decision is left up to the user.

**3. Some installers are very large. For example, a 100MB service pack deployed to the central office would require 170GB of data transferred. What methods do you offer to minimize bandwidth usage? Limit answer to 500 words.**

Everdream provides bandwidth throttling to minimize the impact of large installer deployments. Policies can be setup to only allow a certain number of concurrent distributions. In addition, maximum bandwidth consumption rates can be set on a per asset or distribution basis.

**4. How do you support mobile and disconnected users? Can you do checkpoint restarts? Will you throttle back a transfer to give priority to other traffic? Limit answer to 250 words.**

Checkpoint restart is implemented in every software download. Bandwidth throttling can be configured for groups of assets (in the case of mobile users on dial-up), time of the day (to allow for download during non-business hours) as well as per distribution.

## *E. Software License Management*

**1. Last Spike is very concerned about software license management. Describe how your product can be used to keep a company in compliance. Limit answer to 500 words.**

Software compliance can be achieved using Everdream's Asset Management software service. Software inventory is collected on a recurring basis for all systems. The ECC allows users to enter in their software license information and this is mapped to the software inventory count for the company. The user can quickly see if there are more installations than there are licenses. Everdream also takes it one step further by providing the user with software usage information. This information will help the user determine if she truly needs to purchase additional licenses, or if there are unused installations that can be removed and used elsewhere.

**2. What information related to license management can be recorded? Check all that apply.**

- ☐ Software version
- ☒ Serial number/CD Key
- ☒ Purchase order number
- ☐ Requisitioned by
- ☐ Purchase date
- ☒ Price for license
- ☒ License expiration date
- ☐ Maintenance expiration date

**3. Do you support per-seat, per-concurrent usage or site licenses? Please answer Yes or No for each.**

Per-seat: Yes  
Per-concurrent usage: No  
Site: Yes

**4. Do you support downgraded license borrowing (i.e., a license for Office XP will be valid for an install of Office 2000)?**

Everdream does not support downgraded license borrowing.

**5. What happens when the organization is no longer in compliance? Describe the reporting and alerting mechanism. Please limit answer to 250 words.**

The user is able to schedule the deliver of a pre-defined report that presents software license compliance information. On a user defined schedule a report is sent to the user listing all software titles that are not in license compliance. The software title, number of instances, and total license count are provided to the user. This report can be distributed to a list of email addresses and is also available at any time through the Control Center.

## *F. Patch Management*

**1. Describe the robustness of your patch management solution. What makes it better than competitors? Please limit to 500 words.**

Everdream offer three different options for patch management

- Computers can be set to use Automatic Update and these policies can be configured through the ECC,
- A targeted patch distribution for fine control over patch management, and
- A multi-patch distribution mechanism is provided utilizing Microsoft's WSUS.

The key value add that we provide that makes us better than the competitor is Everdream's continuous monitoring and analysis of new patch releases.

**2. What type of patches do you support? Windows only? Office? Third party? Custom apps? By support, in this instance, we mean that you can detect, deploy and report if a patch is not installed. Please limit to 150 words.**

Standard patch support includes all Windows and Office patches. Specific third party patches like Norton and Adobe are supported on a case by case and need/demand basis. Such updates are better collected, grouped and distributed using our Software Distribution capabilities which are designed to work with non Microsoft applications.

**3. Last Spike prefers to deploy patches in test environments, and then roll out to small groups of users. Describe how your patch deployment model works, and if Last Spike will need to modify their standard procedures. Limit to 250 words.**

Last Spike would do well using our targeted patch distribution method. This allows them to select the computers to deploy the patch to and when. Another option Last Spike could use would be to set Automatic update policies for all their computers. For the test environment, these would point these computers to our immediate WSUS and then the other computers to the delayed WSUS. In this scenario they would be able to test the patch as soon as it was released and feel comfortable with the rollout to the general public. Multiple options are available to them, the power and decision is in their hands.

**4. What other vulnerability assessment capabilities do you offer? Please limit to 500 words.**

Everdream provides continuous monitoring and analysis of new patch releases. Criticality assessments are made and IT administration notification is provided.

## ***G. Help Desk Features***

### **1. Do you offer remote control capabilities? Do you use your own client, or utilize Microsoft's RDC? Limit to 100 words.**

Everdream offers remote control capabilities. We offer a combination of technologies through Everdream and technology partnerships.

### **2. Do you offer advanced features beyond screen sharing? For example, chat, instant messaging, remote file send, remote print. Limit answer to 250 words.**

Everdream provides advanced features beyond screen sharing. These advanced features of remote control include:

- Remote file send - transfer files and folders from a local system to a remote computer
- Live chat - invite experts into a troubleshooting session
- Remote print
- Remote file explorer
- Record sessions manually or automatically for training or archival purposes
- Remotely capture screens for later analysis
- Force a reboot or quit running applications
- Automatically reconnect after reboot, without requiring user assistance
- Remote software install that
  - Makes outbound connections that traverse firewalls.
  - Connects using TCP (port 1270) or HTTP/HTTPS (port 80/443)
  - Disables keyboard and mouse and makes local screen blank for increased privacy
  - Provides secure desktop sharing for both unattended and attended devices
  - Enables management of hundreds or even thousands of computers through scalable centralized administration
- Provides Multiple Levels of Security
  - Transmits session data using state-of-the-art 128-bit SSL encryption
  - Lets customers control access with the "Application Access Only" option
  - Through integration with the Everdream Control Center, Everdream Remote Access provides two levels of session security:
    - Secondary authentication
    - Hourly Session logging

### **Enables Reboot of Device While Maintaining Connectivity**

### **3. Do you support remote rebooting? Y/N**

Yes

**4. Describe how your product can help Last Spike solve help desk calls faster. Limit to 250 words.**

Resolution is about having total information at your fingertips. Help desk can be augmented with instant access to asset information – both hardware and software to quickly understand the user environment, better access what changes occurred and when. In addition, the ability to remotely access a user's machine to see what the user sees reduces desk-side trips and improves productivity of all concerned.

**5. Do you offer desktop backup and restore services? What type of data can be backed up?**

With the Everdream Software Service - Online Backup – Everdream delivers safe and secure backups and restore services that:

- Protects end users from data loss through automated, Internet-based backup.
- Automates the scheduling and execution of frequent backups.
- Provide centralized online backup reporting so all users are up-to-date.
- Provides backup of application data, audio, and video files.

## *H. Administration*

**1. Do you offer role based administration? Can administrators, read only, or limited access accounts be created? Can you limit the abilities of a user to specific groups or individual computers? Limit answer to 250 words.**

The ECC offers complete and robust administrative capabilities. Users can be granted fine grain control over access and permissions and group user roles can be created and assigned to groups of users. User rights to computers can be limited to specific groups or individual computers by using the asset group rules.

**2. What traditional IT functions do you take over, if any? What tasks or services will move from Last Spike's responsibility towards yours? This can include maintaining the desktop management infrastructure, low level technical support, packaging applications, vulnerability monitoring, testing software deployments and so forth. Please limit to 750 words.**

Everdream's offerings allow IT organizations to out-task the following:

**Asset Discovery, Management and Administration** -- Ongoing visibility and control over all desktops; drives adherence of corporate standards by automating application/upgrade distribution using uniform configurations; and ensures the success of a company's asset management initiative by.

- Identifies all IP-based network devices and lowers IT administration costs through better control of known assets.
- Eliminates error prone inventory collection through automated tracking of installed software and hardware.
- Ensures software contract compliance by flagging unauthorized software and identifying licenses that exceed purchased amounts.
- Eliminates onsite support visits via LAN-based remote control.
- Provides lifecycle information through move/add/change history tracking.

### **Software Distribution**

- Minimizes manual work by IT administrators through automated software delivery.
- Provides deployed software status and ensures high distribution success rates via troubleshooting logs.
- Transfers data securely over the Internet by leveraging 128-bit SSL encryption.
- Enables end users to request new applications via a self-service portal.
- Centralizes software distribution reporting via an intuitive dashboard interface.

**Software Compliance** -- assists users with BSA audits and effective software license programs by:

- Facilitating software contract compliance by identifying unused and exceeded licenses.
- Ensuring corporate policy adherence by proactively monitoring all assets.
- Generating reports for license allocation / usage monitoring and trends.

**Virus Protection** -- advanced virus, spyware, and malware prevention powered by Symantec AntiVirus Corporate Edition.

- Standardizes antivirus software through automated installation and updates.
- Keeps desktops protected through continual updates of virus definitions.
- Automates the complex uninstall processes for out-of-date antivirus software.
- Centralizes virus protection status reporting via an intuitive dashboard interface.
- Assesses new viruses and provides proactive alerts of security threats and recommended actions for protection.
- Protects end-user systems by monitoring, auditing, and repairing antivirus software.
- Provides live 24x7 support of virus / spyware removal and system clean up in the event of a virus outbreak.

**Patch Management** -- protects corporate and remote users through a fully automated or targeted approach.

- Provides criticality assessments of vulnerabilities through continuous patch release monitoring and analysis.
- Centralizes patch compliance reporting via an intuitive dashboard interface.
- Distributes software patch packages in an automated or targeted method.
- Monitors distribution status, performs root cause analysis, and develops fixes.
- Provides monthly patch compliance reporting.

**Online Backup** -- delivers safe and secure backup.

- Protects end users from data loss through automated, Internet-based backup. Automates the scheduling and execution of frequent backups.
- Centralized online backup reporting so all users are up-to-date.

### **3. What other professional services do you offer?**

Everdream offers professional services in support of its services to include deployment and operation of the solution. These can range from 1 day engagements to help scope a deployment to detailed design services related to creating a Customer Purchasing Portal utilizing our Try-Buy-Deploy platform. In addition we offer training for customers and partners on how to use and optimize the usage of the Everdream Control Center.

## *I. Security and reliability*

**1. Last Spike is concerned about third parties reading their sensitive documents. Areas of concern include corporate espionage, leakage of trade secrets, stolen customer information or employee information (social security numbers, human resources correspondences, salary, etc). What security measures are in place to ensure the safety and secrecy of Last Spike's documents? (limit response to 750 words).**

The Everdream Management Platform delivers the highest level of security for your network, desktops, and data. Operated in a fully redundant SAS-70 Type II compliant data center, Everdream's on-demand desktop management platform has earned the TRUSTe Web Privacy Seal, exceeds ISC2 standards for data storage, and complies with the key tenets of InfoSec.

### **Network Security**

- Private IP addresses
- Comprehensive intrusion detection/prevention technology
- Ironclad firewall policy
- Redundant network core
- Bi-annual internal security audit
- Monthly security evaluation by third-party firm

### **Desktop Security**

- Complete operating system security segmentation
- Operates under credentials of the system administrator or logged on authorized user

### **Data Security**

- Data stored on a carrier and backed up nightly to a tape library
- SSL encryption of all transferred data
- 3DES encryption of control files
- Redundancy built into every facet of operations
- Robust application security model
- Access rights-driven data visibility

**2. How will your product help Last Spike lock down their desktops? What is available for limiting which applications a user can run, how do you prevent system settings from being changed, and can you lock USB ports? (limit response to 500 words)**

We do not lock down USB ports. We can monitor a system and through our managed services determine and report on the changes in a given system. For example, we can determine if a software title was added or removed. We can also detect if an asset is no longer being monitored so that if a malicious user removed the Everdream agent.

**3. Is data stored in an encrypted format on your servers? Y/N**

Customer and user credentials (login, user names and passwords) are encrypted.

**4. Are communications between the clients and your servers encrypted? Y/N**

Yes

**5. Do you have any service level agreements for performance and availability? Describe your guarantees. Please limit to 250 words. (NOTE THIS ANSWERS QUESTIONS 5, 6, and 7)**

| SLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               | Remedy                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Patch Management</b><br><br>Everdream will notify Client via email regarding the release of a Microsoft Security Bulletin within the scope of the Service and place the Patch in Everdream's SUS Servers and make the Patch available in a Client's Package Library, if applicable, within the times indicated below.                                                                                                                                                                                                                               |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               | Everdream will discount the portion of Client's monthly invoice that is attributable to Patch Management Service by 10% for the monthly period corresponding to Everdream's failure to meet this SLA. |
| <b>Deployment Method</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Patch Notification</b>             | <b>Patches Included</b> | <b>Everdream Severity Rating</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Patch Available</b>                                                                                                                                                                                        |                                                                                                                                                                                                       |
| <b>Multi-patch</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 24 hours from the date of MS bulletin | All                     | -----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 24 hours from the date of MS bulletin on Immediate SUS /WSUS servers                                                                                                                                          |                                                                                                                                                                                                       |
| <b>Automatic</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 24 hours from the date of MS bulletin | All                     | -----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 24 hours from the date of MS bulletin                                                                                                                                                                         |                                                                                                                                                                                                       |
| <b>Targeted</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 24 hours from the date of MS bulletin | Critical                | <b>Level 1:</b> Immediate and widespread threat. Many systems vulnerable. Exploit requires no special access or privileges. Can spread over the Internet.<br><br><b>Level 2:</b> Recently-discovered vulnerability. Potential threat to many systems. Exploits may be developed within 1-2 weeks.<br><br><b>Level 3:</b> Recently-discovered vulnerability with possibility of wide distribution and high percentage of systems vulnerable. Exploits may be developed within 3-4 weeks | 48 hours from the date of MS bulletin<br><br><br><br><br><br><br><br><br><br>2 business days from the date of MS bulletin<br><br><br><br><br><br><br><br><br><br>5 business days from the date of MS bulletin |                                                                                                                                                                                                       |
| If Client has chosen Automatic Patch Management, Patches will be distributed to Systems assigned to the WSUS server within the same day that they are placed in the Server, and distributed to Systems assigned to the Delayed Server seven (7) days thereafter.<br><br>If Client has chosen Targeted Patch Management, Client may opt when to deploy a Patch to Systems.                                                                                                                                                                              |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               |                                                                                                                                                                                                       |
| <b>Online Backup</b><br><br><b>No Loss of Backed Up Data.</b> Subject to the data backup limitations and requirements in this Schedule, Everdream will at all times ensure the protection and backup of Client's data, such that Client will not permanently lose any data that has been stored on any System for which Everdream provides backup services. In the event that Client loses such data for any reason (whether by viral "infection", equipment failure, or inadvertence), Everdream will make its best efforts to restore the lost data. |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               | Everdream will pay Client \$500 per incident.                                                                                                                                                         |
| <b>Theft Recovery</b><br><br>Within 4 hours of receipt of Client's written notification that a System is lost or stolen, Everdream will push a Package via the ECC to be downloaded to the System the next time it connects to the Internet. <i>[NOTE: Everdream does not guarantee that the Package will be downloaded within 4 hours, nor does it guarantee that the System data will be successfully encrypted upon execution of the Package.]</i>                                                                                                  |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               | Everdream will pay Client \$500 per incident.                                                                                                                                                         |
| <b>ECC Availability</b><br><br><b>Uptime ≥ 99.7%.</b> The ECC will be fully operational an average of no less than 99.7% of each month in each year during the term of this Schedule. For the purposes of this SLA, any time during which the ECC is unavailable during scheduled maintenance will not constitute downtime.                                                                                                                                                                                                                            |                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                               | Everdream will discount the portion of Client's monthly invoice that is attributable to Software Services by 10% for the monthly period corresponding to Everdream's failure to meet this SLA.        |

**6. How is the SLA measured or gauged? (limit response to 250 words)**

See Answer for Question 5

**7. What remedy is made to the customer for not honoring the SLA? (limit response to 250 words)**

See Answer for Question 6

***J. Business Summary (Optional)***

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. **Limit your answer to 500 words.**

--> (please answer here)

***K. Pricing Summary and Totals***

**1. Describe the business model used to market and sell the service? Limit your answer to 100 words or less.**

We offer our services through a direct sales channel for larger deals, a reseller channel for SMB deals, and through Managed Services Providers.

**2. How long of a contract do you require? Do you offer month to month, or on a yearly basis?**

Typical contracts are for 1 year. Customers may try our software services for up to 30 days without payment.

**3. NWC GRADES INCLUDE PRICE SCORES.** In order that we can compare apples-to-apples quote the list cost of the service for Last Spike based on the information in section III (2200 users) for one year. All features (such as patch management, remote control, software license monitoring) and service levels (performance guarantees, etc) mentioned in this RFI must be included in the price quote. We recommend itemizing the expenses, but also give a bottom line. Failure to disclose a price will result in disqualification from this review.

**MONTHLY RECURRING CHARGES**

|                                                                                                                                                | Number of Systems<br>(Minimum Monthly<br>Commitment) | Price/Month/System <sup>1</sup> | Monthly Total      |
|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------|--------------------|
| <b>Software and Managed Services Suites</b>                                                                                                    |                                                      |                                 |                    |
| <input checked="" type="checkbox"/> <b>Compliance Software Services Suite</b><br>Asset Discovery, Asset Management & Software Distribution     | 2,200                                                | \$6.00                          | \$13,200.00        |
| <input checked="" type="checkbox"/> <b>Compliance Managed Services Suite</b><br>Asset Administration & Software Compliance                     | 2,200                                                | \$6.00                          | \$13,200.00        |
| <input checked="" type="checkbox"/> <b>Uptime Software Services Services<sup>2</sup></b><br>Patch Management, Virus Protection & Online Backup | 2,200                                                | \$10.00                         | \$22,000.00        |
| <input checked="" type="checkbox"/> <b>Uptime Managed Services Suite</b><br>Patch Distribution, Virus Remediation & Data Restoration           | 2,200                                                | \$12.00                         | \$26,400.00        |
| <b>A la carte Software and Managed Services</b>                                                                                                |                                                      |                                 |                    |
| <b>Compliance Software Services</b>                                                                                                            |                                                      |                                 |                    |
| <input type="checkbox"/> Asset Discovery                                                                                                       | 0                                                    | \$1.00                          | --                 |
| <input type="checkbox"/> Asset Management                                                                                                      | 0                                                    | \$3.00                          | --                 |
| <input type="checkbox"/> Software Distribution                                                                                                 | 0                                                    | \$3.00                          | --                 |
| <b>Compliance Managed Services</b>                                                                                                             |                                                      |                                 |                    |
| <input type="checkbox"/> Asset Administration                                                                                                  | 0                                                    | \$3.00                          | --                 |
| <input type="checkbox"/> Software Compliance                                                                                                   | 0                                                    | \$4.00                          | --                 |
| <b>Uptime Software Services</b>                                                                                                                |                                                      |                                 |                    |
| <input type="checkbox"/> Patch Management                                                                                                      | 0                                                    | \$3.00                          | --                 |
| <input type="checkbox"/> Virus Protection                                                                                                      | 0                                                    | \$3.00                          | --                 |
| <input type="checkbox"/> Online Backup <sup>2</sup>                                                                                            | 0                                                    | \$6.00                          | --                 |
| <b>Uptime Managed Services</b>                                                                                                                 |                                                      |                                 |                    |
| <input type="checkbox"/> Patch Distribution                                                                                                    | 0                                                    | \$4.00                          | --                 |
| <input type="checkbox"/> Virus Remediation                                                                                                     | 0                                                    | \$5.00                          | --                 |
| <input type="checkbox"/> Data Restoration                                                                                                      | 0                                                    | \$5.00                          | --                 |
| <b>Additional Software and Managed Services</b>                                                                                                |                                                      |                                 |                    |
| <input type="checkbox"/> Service Request Management (Software Service)                                                                         | 0                                                    | \$1.00                          | --                 |
| <input type="checkbox"/> Web-based Remote Access (Software Service)                                                                            | 0                                                    | \$4.00                          | --                 |
| <input type="checkbox"/> Remote Support for IT Administrators (Software Service)                                                               | 0                                                    | \$150.00                        | --                 |
| <input type="checkbox"/> McAfee Virus Protection (Software Service)                                                                            | 0                                                    | \$2.00                          | --                 |
| <input type="checkbox"/> Theft Recovery (Managed Service) - Option A                                                                           | 0                                                    | \$6.00                          | --                 |
| <input type="checkbox"/> Theft Recovery (Managed Service) - Option B <sup>3</sup>                                                              | 0                                                    | \$1.00                          | --                 |
| <b>Live Help Desk Services<sup>4</sup></b>                                                                                                     |                                                      |                                 |                    |
| <input type="checkbox"/> Silver Help Desk                                                                                                      | 0                                                    | \$20.00                         | --                 |
| <input type="checkbox"/> Gold Help Desk                                                                                                        | 0                                                    | \$25.00                         | --                 |
| <input type="checkbox"/> Platinum Help Desk <sup>5</sup>                                                                                       | 0                                                    | --                              | --                 |
| <b>TOTAL MINIMUM MONTHLY RECURRING CHARGES:</b>                                                                                                |                                                      |                                 | <b>\$74,800.00</b> |

1 - Prices for services ordered reflect any applicable discounts; prices for services not ordered are list prices

2 - Price based on **5 GB Maximum** data to be backed up from each System -- actual price may vary if size of data backed up from a System is higher

3 - An additional fee of \$300 will be charged for each reported incident of a lost System

4 - Subject to price adjustment per Live Help Desk Service Schedule

5 - Subject to result of Help Desk Assessment

## ***VII. Vendor Information***

**1. How long have you been in business?**

More than 8 years

**2. What is the size of your organization by number of employees?**

100

**3. How long has the product been shipping?**

Help Desk – 6 years  
Other Services – 2 year

**4. Are you a public or private company? What is your stock symbol?**

Private

**5. Describe your profitability and financial situation. How can you guarantee to Last Spike that you'll be in business for the next 5 years. Please remember that this information will be made available to Network Computing readers.**

Everdream is a private company that has been in business for 8 years. We have over 300 customers and manage 140,000 assets from many leading companies in the world.

**6. List three similar-size enterprises that are currently using the proposed solution.**

*Korean Air, Sonic Automotive, Salesforce.com*

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***End of RFI. Thank you for participating in Network Computing's review of outsourced desktop management providers.***

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