

DIRECT POINTE



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.

B. Instructions

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

- X Product is available to customers on or after **November 9, 2006** and is not in beta form
- X Supports Windows XP Pro
- X Does inventory scanning.
- X Does software distribution.
- X Does software license monitoring.
- X Does patch management.
- X 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

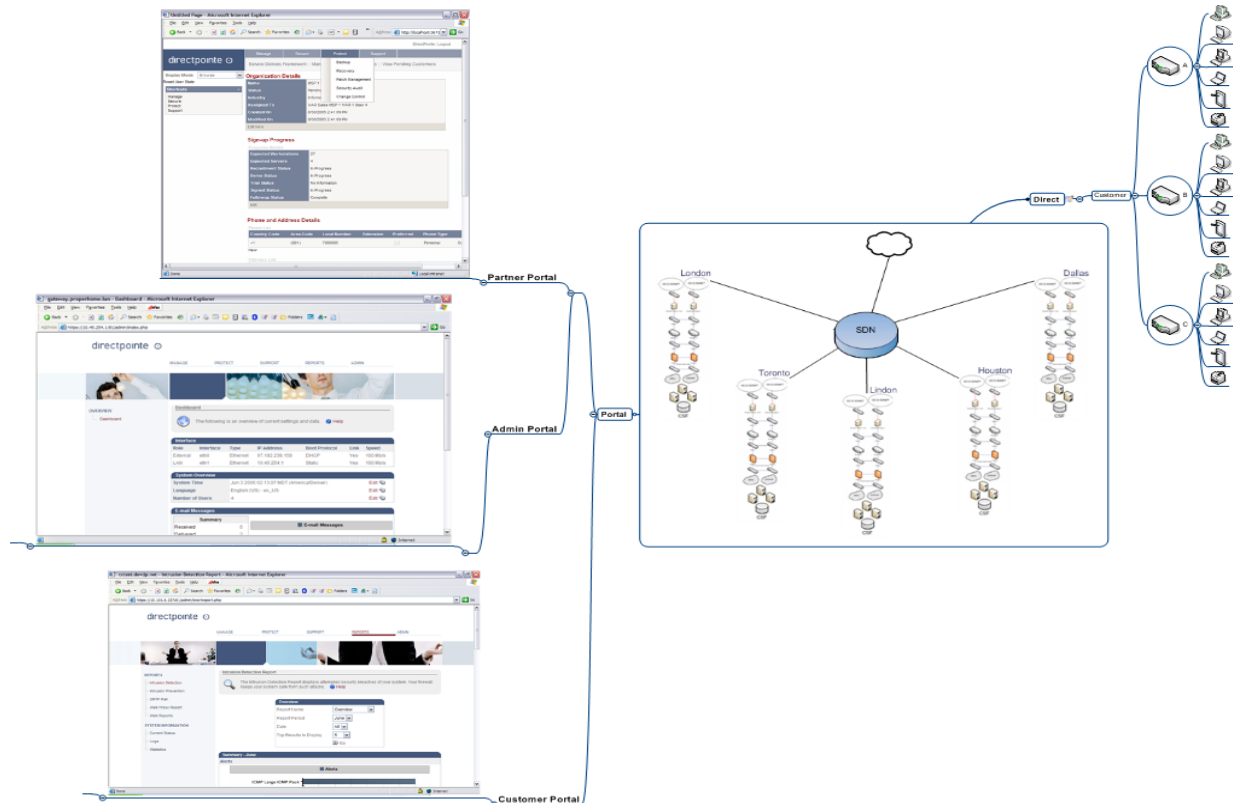
VI. Review Criteria

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.

DirectPointe has identified industry best-of-breed products which are utilized to deliver desktop management services. This includes, but is not limited to: an eSupport solution, support helpdesk, patch management, inventory, and remote desktop backup systems. By utilizing these tools, we can focus on our core competency of delivering services to end users. (Please contact us if you would like a larger version of this graphic.)



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.

A. Deploy Software Faster

DirectPointe configures all your equipment and software according to your needs specified in the pre-implementation planning session. Our software distribution provides a secure method to remotely distribute applications and updates for the PCs throughout your organization. This is provided from our central infrastructure without any effort by you, and it helps minimize application conflicts and ensures standardized software throughout your organization.

B. Test and deploy patches faster

DirectPointe keeps all your PCs up-to-date through centralized monitoring and management. We work with you to coordinate testing of patches prior to deployment in your environment, and we

help automate this process to provide the maximum level of reliability and protection for your entire PC environment.

C. Detect and close vulnerability holes

DirectPointe's optional PC Security Suite provides virus protection services and vulnerability assessments to prevent unauthorized access. Vulnerability assessment policies can be tailored to the customer's specific security policies as well as identifying un-patched systems.

D. Determine hardware makeup of organization

Our Asset Management service provides automated discovery and inventory of computing devices and software in your company, so you always have up-to-date information of all your information assets. We manage the tracking of your software licenses and manufacturer's warranties to provide you greater visibility to this information.

E. Offer desktop backup and restore if possible

Our remote desktop backup product, DirectConnect, also provides a data recovery function that allows PCs to restore a user's data either by the web or through your PC. (See section G, question 5 for additional details)

F. Locking down desktops

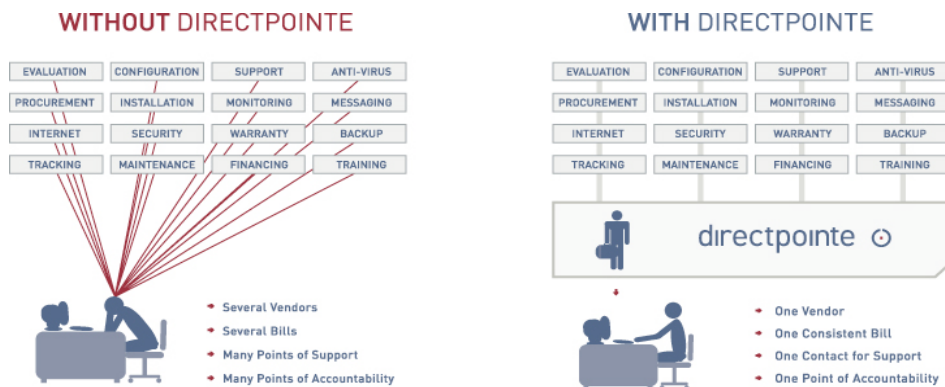
(Refer to section I, question #2.)

V. Business Objectives

A. Improve the help desk effectiveness.

DirectPointe provides one point of contact for your support needs, which can be fully branded for customer needs. Our web-based eSupport system allows us to fix most problems remotely. With our desktop management product set we may address problems before you notice them.

We are able to free up the time of your in-house staff so they can focus on your more crucial business IS functions, while we focus on the day-to-day IT functions of file, print, and messaging. If there is an end-user issue that requires contact with the remaining in-house staff, DirectPointe will handle the escalation so the end user does not have to start over with issue resolution.



Standard support is provided from 8 am to 5 pm. Our Network Operations Center (NOC) is staffed twenty-four hours a day, seven days a week for clients interested in extended support plans.

B. Plan for future hardware upgrades

DirectPointe works directly with you to create a forward-looking technology roadmap that accommodates your PC lifecycle and future hardware upgrades. We have full warehousing and implementation facilities to accommodate implementation and replacement of customers PCs; this helps maintain standardization in the customer's environment (See also section A, question 2D).

C. Avoid downtime through un-patched systems

We are able to avoid downtime in two ways:

- Identifying and reporting un-patched systems
- Defining and implementing a testing protocol before patches are released.

(Reference section F for more details)

D. Ensure compliance with software licenses

We are able to ensure compliance of software licenses through:

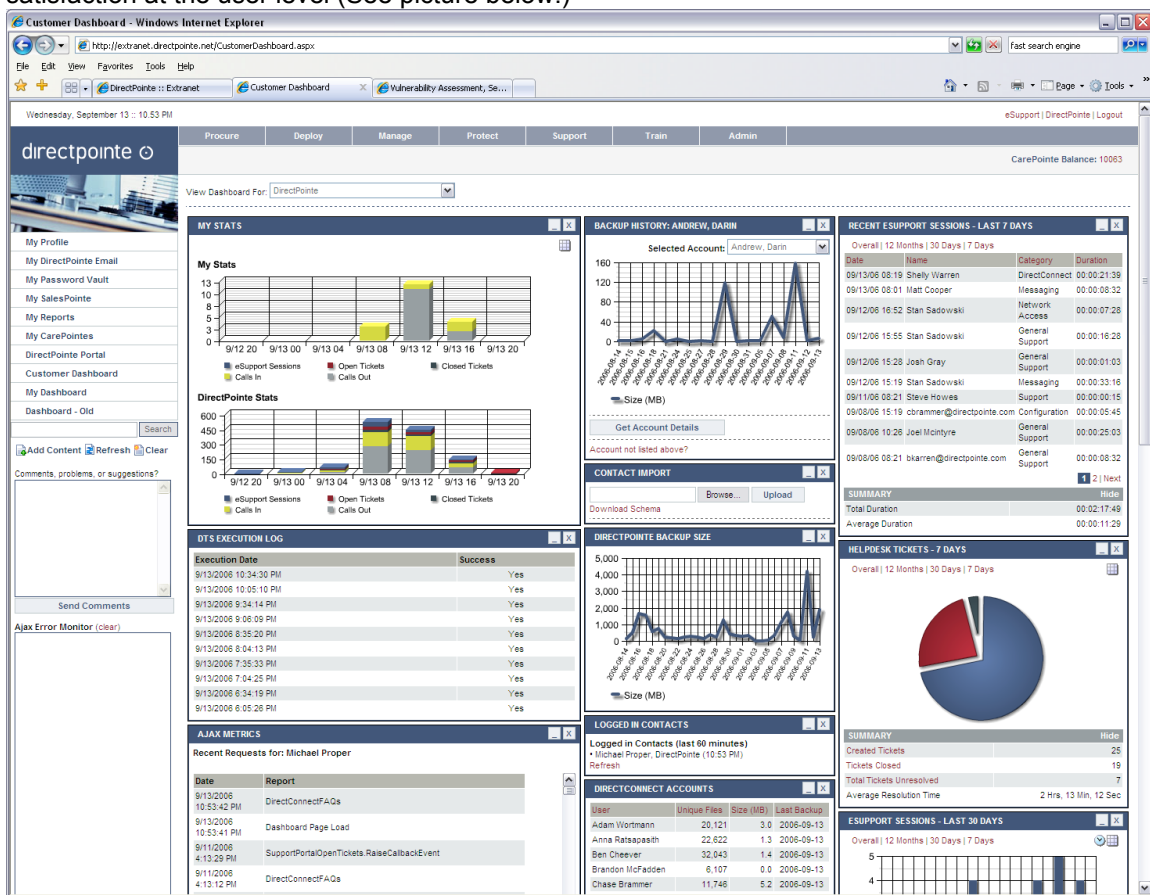
- Reporting on installed versus licensed software
- Reporting on application usage

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.

By using the DirectPointe solution for your desktop support and services, you receive all the benefits of having an in-house support staff, but the cost is a fraction of the price of paying internal staff. We can manage the entire computing lifecycle from start to finish – all for a flat monthly fee that is predictable. This allows you to avoid large upfront costs, unexpected spikes in infrastructure costs, and have the benefits of an entire team of support engineers around the clock. In the rare instance we are unable to provide you support from our Network Operations Center, we will send one of our qualified staff or partners on-site to assist you.

DirectPointe recognizes that providing customers with ongoing insight into the services that are delivered and the value they gain every month is important. We have created the Executive Dashboard to provide a consolidated view of all activities performed on behalf of our customers.

Our Executive Dashboard provides reports and charts that allow you to focus on the areas that are most important. You will have up-to-date summary information about services performed and have the ability to access detailed information. In addition to key statistics about services and your computing health, you can also see survey feedback from employees to better understand satisfaction at the user level (See picture below.)



B. Platform & Protocol Support

1. Which operating systems are supported for inventory scanning?

- | | |
|--|---|
| ☒ Windows 98SE | ☐ Linux |
| ☒ Windows NT 4 | ☐ Solaris |
| ☒ Windows 2000 | ☒ Other (95, me, 2K Server, 2K3 Server) |
| ☒ Windows XP | |
| ☒ Mac OS X | |

2. Which operating systems are supported for software distribution?

- | | |
|--|---|
| ☒ Windows 98SE | ☐ Mac OS X |
| ☒ Windows NT 4 | ☐ Linux |
| ☒ Windows 2000 | ☐ Solaris |
| ☒ Windows XP | ☒ Other (2K Server, 2K3 Server) |

3. Which operating systems are supported for patch management?

- | | |
|--|---|
| ☐ Windows 98SE | ☐ Mac OS X |
| ☒ Windows NT 4 | ☐ Linux |
| ☒ Windows 2000 | ☐ Solaris |
| ☒ Windows XP | ☒ Other (2K Server, 2K3 Server) |

4. Which operating systems are supported for remote control?

- | | |
|--|---|
| ☒ Windows 98SE | ☒ * Linux |
| ☒ Windows NT 4 | ☐ Solaris |
| ☒ Windows 2000 | ☐ Other (list) |
| ☒ Windows XP | ☒ * Depends upon browser type |
| ☒ * Mac OS X | |

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

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

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

--> N/A

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.

DirectPointe's implemented solution provides for both push and scheduled tasks. In a LAN environment, one machine (desktop or server) is designated as the delegate for the network. This delegate machine creates and maintains an outbound connection to our Management portal. As tasks are created for nodes within the LAN, messages are sent to the delegate machine. The delegate then informs the affected nodes that a task is ready for them. The individual client machines will then connect to the Management portal for the task. On-demand tasks include software distribution, patch scanning and distribution, and asset hardware and software scanning.

For remote users, the clients are configured to periodically connect into our management portal to check for assigned tasks. The frequency with which the remote clients connect to our management portal is configurable and can be set as low as every 15 minutes. Remote clients are fully functional across the Internet utilizing http and https.

C. Inventory

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

The Inventory Module collects system hardware information including the manufacturer, model, serial number, operating system, number, and type of processors, RAM, BIOS details, number and type of NICs, Video Card details, and mouse and keyboard details. The Inventory Module also collects file system details (type of drive(s), size, free disk space, percent used, path, and profile) and printer details (manufacturer, driver, server path and profile, local or network, default or not, shared or not, and the printer port). Hardware information is integrated into the on-demand reporting engine providing detailed custom reporting within our online Manager Portal. Hardware Change History tracks all hardware changes to the system since the Inventory Module has been installed. This allows administrators to see what hardware has been upgraded during the life cycle of the computer.

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

Our Inventory Module collects software application title, version, and publisher information. The inventory reports will display software titles previously configured as unauthorized, which may be unlicensed, interfere with corporate software, or compromise the integrity of the infrastructure.

Administrators can determine the appropriate next steps for unauthorized titles, including using the Software Distribution Module to uninstall the application, install a licensed copy of the software, or upgrade the software to an approved version. Software distribution works with any type of software applications (MSIs, BAT, EXE, etc.).

The Inventory Module can also report when an application is used and by what user. This reporting can allow an IT department to harvest unused software licenses for redeployment rather than buying additional licenses.

As is the case with hardware details, software information is integrated into the on-demand reporting engine, and the information is fully integrated with all solutions providing detailed custom reporting within our online manager portal. Examples of reports include software applications being used versus installed, software license compliance, software license harvesting, and software change history specific to a system.

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

No. During a real-time eSupport session we can collect registry information through pre-defined scripts.

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

Yes, the Inventory Module is able to track leased computers and financial details around the lease including purchase order, date, lease renewal date, cost, and other notes. In addition to tracking the lease information for a system, the Inventory Module provides the ability to track vendor specific information including vendor specific IDs, contact information, and notes. The

Inventory Module allows you to track any type of non-PC assets such as printers, routers, and switches and create custom fields specific to each. Every PC or non-PC asset can be assigned an owner within the asset manager, which will allow you to report which users are using what systems or non-PC assets.

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 can report on the number of systems, types of systems, system age and financial specifics, as well as critical system hardware information such as memory, disk space, operating system, and CPU details. These reports will allow Last Spike to know which departments, users, and locations are capable of meeting minimum requirements for specific software applications, and the reports ensure that new computers or specific hardware upgrade purchases are made only when necessary.

Additionally, if Last Spike chooses to retire specific assets, reports can be generated to quickly identify the oldest equipment in their environment. Administrators can leverage the Software Distribution Module to uninstall applications from assets that are being retired in order to re-deploy software licenses.

By reviewing software utilization reports, Last Spike can also validate which software is required by users as new systems are deployed.

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.

The Software Distribution Module allows you to distribute software installers of any type, including MSI, BAT, and EXE. The Software Distribution Module is compatible with third-party packaging toolsets and provides the ability to distribute and install applications as well as a wizard workflow to create the packages prior to deployment. The workflow for creating a non-MSI install includes creating a file source (hosted locally or hosted by DirectPointe), specifying the directory to install on the target system, including execution of pre and post-check actions, command line arguments, user deferred delivery options, success checks, and reboot options. In addition, the Software Distribution Module supports the deployment of individual files and folders.

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

Yes, the Software Distribution Module provides users with the ability to create dependencies based on registry hive values, registry key values, or by specifying required files.

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.

The Software Distribution Module provides users with the ability to define the maximum download speed in KB/sec specific for each software package or define the maximum number of simultaneous connections specific to the software package, or do both. Users also have the ability to schedule software distributions for a future date and time, allowing users to distribute packages during non-peak hours.

For Software distribution, the source of the software package can be specified as a UNC path on the LAN environment. This ensures that each client machine is not consuming Internet traffic for retrieval of the software package. For Patch Management, the delegate client will download the

patches. Other clients on the LAN segment will then download the patch from the local delegate client.

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.

The Software Distribution Module provides support for mobile users, and depending upon the configurations, these systems can be configured to receive software distributions, patch distributions, patch scans, and asset inventory hardware and software scans. The Software Distribution Module supports Wake On LAN (WOL) in addition to checkpoint restart.

As noted above, clients can be configured for maximum bandwidth usage. Each software package distribution task can also limit the aggregate bandwidth to be used as well as limiting the number of simultaneous connections allowed. This provides flexibility in managing the bandwidth consumed for Software Distribution and Patch Management.

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.

One of the stronger features of DirectPointe's implemented Asset Management is license compliance. Our Inventory Module scans each computer on a scheduled basis and collects the information about each software title installed. This information is displayed in our web portal and is easily accessible. The screenshot below demonstrates how easy it is to see your compliance status for each title that you are concerned with.

0	1	1		100% QuickBooks Pro 2000		
0	1	1		100% Macromedia Dreamweaver 4	4.0	Macromedia
0	3	3		100% Emacs Tutorial	20.7	
0	2	2		100% Visio Standard		Visio Corporation
0	1	1		100% Embarcadero DBArtisan v5.4		
0	1	1		100% BEA WebLogic Platform 7.0		
0	1	1		100% Microsoft SQL Server 2000 Driver for JDBC	2.2.0022	Microsoft Corporation
0	5	5		100% Microsoft Office XP Professional with FrontPage	10.0.2627.0	Microsoft Corporation
0	1	1		100% GoldMine FrontOffice 2000		
0	2	2		100% NetZero		
0	1	1		100% Siebel CRM Client in D:/CRM/client		
0	6	6		100% Van Dyke Technologies SecureCRT 3.3	3.3	Van Dyke Technologies Inc.
0	1	1		100% Norton Antivirus 5.0 for Windows NT		
0	1	1		100% Adobe ActiveShare 1.3		
0	2	2		100% Norton Antivirus Corporate Edition	7.5.1.0000	Symantec Corporation
0	1	1		100% Microsoft Windows 2000 Professional Resource Kit	5.0.2092.1	Microsoft Corporation
0	1	1		100% Norton Antivirus 2000		
0	4	4		100% Exceed for Windows NT		
0	1	1		100% Norton Antivirus 2003	9.0.0	Symantec Corporation
0	0	0		Adobe Photoshop 6.0	6.0	Adobe Systems Incorporated
1	5	6		83% Paint Shop Pro 5.01		
1	1	2		50% Microsoft SQL Server 2000	8.00.194	Microsoft Corporation
2	0	2		0% Macromedia Dreamweaver 3	3	Macromedia
2	3	5		60% Avery Wizard 2.1 for Microsoft Word 2000		
2	1	3		33% Hummingbird Exceed	7.1.0.0	Hummingbird Ltd.
2	1	3		33% Adobe Acrobat PDFWriter 3.03		
2	8	10		80% NetObjects Fusion MX		
2	12	14		86% VPN Client		
2	0	2		0% Macromedia Dreamweaver 2	2	Macromedia
2	8	10		80% Siebel CRM Client in c:/CRM/client		

Because the Inventory Module refreshes the asset information on a scheduled basis, this information is dynamically updated with each inventory scan. As titles are installed or removed, the information is updated to reflect those changes without any Administrative action required.

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

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

x License expiration date

 x 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 License - No

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

No, we do 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.

A visual report is used to show compliance. You will be able to see the number of licenses owned compared to the number installed, with a visual highlight in red if you are over and green if you are compliant or under. By clicking on the software title, you can drill down to see all the machines the title is installed on (See attached screenshot for question 1).

F. Patch Management

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

The Patch management solution used by DirectPointe is an automated and integrated solution. With this service, patch scans can be done automatically by the software agent on a scheduled basis. Based upon the severity of the patch, there are several actions which can be performed, such as having the patch auto-applied or sending notifications to alert administrative staff of the potential vulnerabilities. Not only can DirectPointe easily take action to protect your environment, but DirectPointe can also report on the state of your systems.

We believe that the key differentiators of patch management include:

- Ease of use
- Detailed reporting
- Low computing overhead of the service

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.

DirectPointe currently meets these criteria only for Windows operating systems and for Internet Explorer.

Although the patch management does not support office, third-party, or custom application packages, the software distribution module can be used to provide equivalent services.

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.

The patch management service works perfectly in this type of environment. An asset system group can be created with all the test machines as members. The required patches can then be distributed to only the test machine in the group. Once testing on these machines is complete, the patches can be pushed to other groups. For example, you could have a group for all the

machines in a geographic area and deploy to those groups as needed. With a few mouse clicks, you can easily deploy patches to five test machines or hundreds of production boxes. There will be no need to modify your standard procedures.

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

DirectPointe offers a vulnerability assessment solution that combines the traditional functions of a vulnerability scanner and the core features of an audit tool by providing operations and information technology professionals with the most comprehensive functionality and the best value. DirectPointe audits desktops, notebooks, and servers and delivers audit results via smart reports which are easy to understand. These enable organizations to quickly take action on identified system security vulnerabilities.

In addition to checking the patch status of desktop computers, DirectPointe also employs a security auditing toolset. The Security Auditing package provides the ability for DirectPointe to define an audit policy tailored to verify the company's security policies. Additionally, standard templates for verifying HIPAA, SOX and GLBA are part of the auditing package. The Security Auditing Package can examine registry keys and group policy objects to ensure compliance with policy.

DirectPointe is also able to identify machines without Anti-virus or Anti-Spyware installed, clients with Anti-Virus signature files that are out-of-date, and the status of Windows Update on client machines. This information is aggregated into a Risk Assessment report allowing administrators to target machines for remediation based on severity level.

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.

DirectPointe is capable of remotely controlling an end-user's computer when an end-user enters an eSupport session (see below for more information about the eSupport system capabilities). The end-user must approve the remote session request, and the end-user always sees what the technician is doing on the computer. Additionally, the support technician can also share his/her screen with the end-user. The remote control capabilities are provided through an ActiveX control or a Java Applet depending on the end-user's operating system and browser.

DirectPointe | eSupport Login - Windows Internet Explorer

http://www.directpointe.com/support/esupport_login.aspx

File Edit View Favorites Tools Help

DirectPointe | eSupport Login

home | contact us | extranet | search | eSupport

eSupport login email address subject login

SOLUTIONS COMPANY PARTNERS **SUPPORT**

SUPPORT

home -> support -> esupport login

eSupport Login

*Name

*Email

Ticket ID

*Subject

Message

Submit

Please describe your current issue in the message field. This will help to ensure your issue is routed to the

ADD CHANGE USER FORM

ESUPPORT LOGIN

DIRECTPOINTE EXTRANET

DIRECTCONNECT LOGIN

MAILPOINTE CENTER LOGIN

VIRUS CONTROL CENTER

TRAINING SCHEDULE

SUBSCRIBE TO NEWSLETTER

1 877 915 7646

Live Automation

Waiting for the next available technician

You are in position 1 in the General Support queue.

directpointe E-SUPPORT

WELCOME TO eSUPPORT

Continue To Work You can continue to work on your system while your DirectPointe support agent works in the background. You will be prompted if the agent needs your interaction.

You're Always In Control Live Chat and Desktop Sharing provide the platform for enhanced remote interaction between you and DirectPointe support agents. You may click the "View Live Log" button located at the lower right corner of this window to view up to the second details about this session.

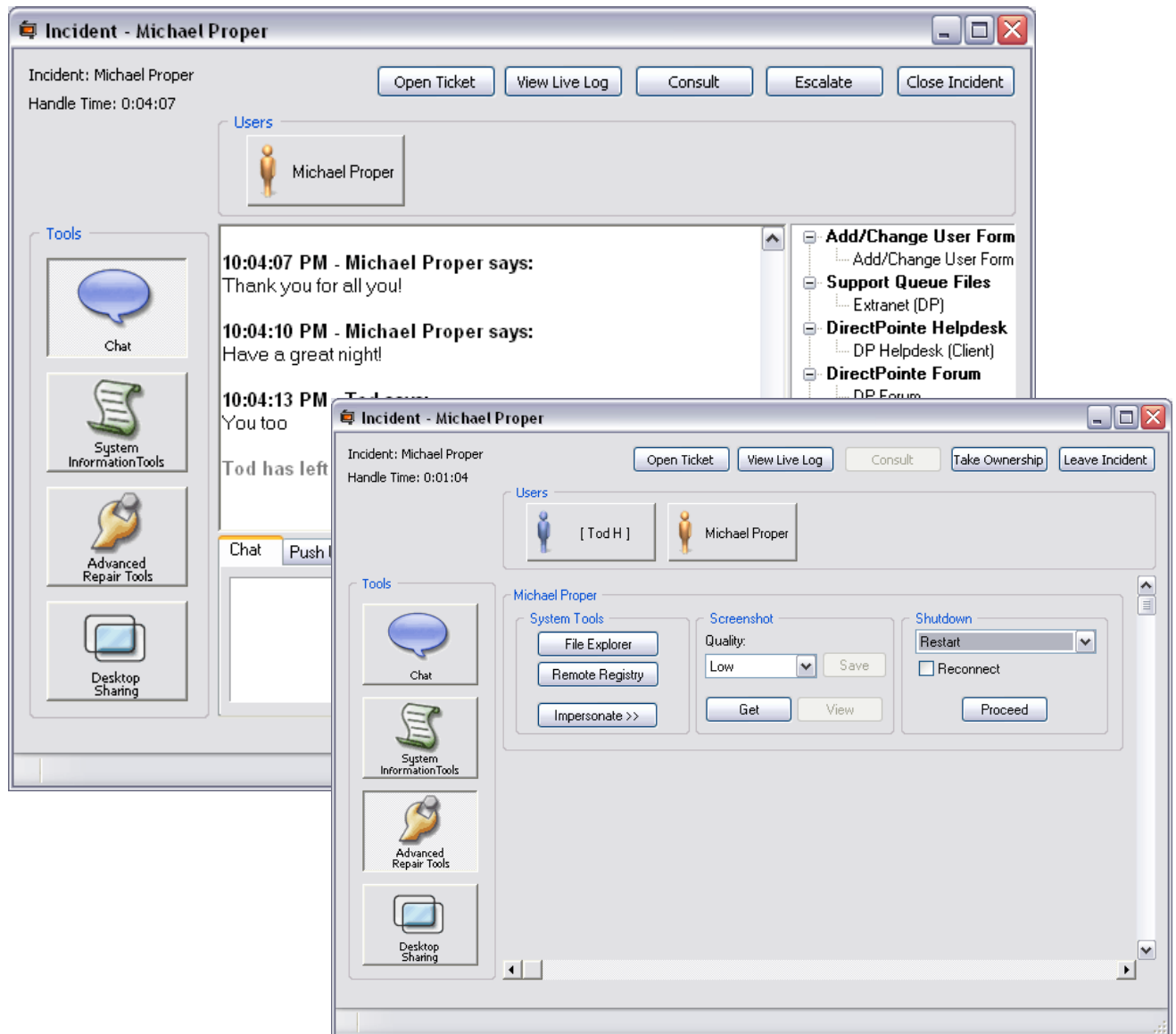
Security View Live Log End Session

On hold for 0:02:16

2. Do you offer advanced features beyond screen sharing? For example, chat, instant messaging, remote file send, remote print.

Yes, DirectPointe's eSupport provides a high-level of customer support with immediate(<30sec, 24/7) response and quick resolution for 95 percent of the issues which commonly affect computer systems.

Collaboration Tools Collaboration tools such as Live Chat and Desktop Sharing provide a platform for enhanced remote interaction whereby DirectPointe technicians can view and control your system as if they were sitting next to you at your location.



System Information Tools Through eSupport, system information retrieval can be initiated by the technician with predefined scripts. The predefined scripts retrieve details about your system without end-user intervention. DirectPointe technicians can access operating system environment details, including memory, hard drive and CPU utilization, the status of currently running applications, a list of installed applications, hardware devices, and network connections.

Incident - Michael Proper

Incident: Michael Proper
Handle Time: 0:05:26

Buttons: Open Ticket, View Live Log, Consult, Escalate, Close Incident

Users

Michael Proper

Tools

- Chat
- System Information Tools
- Advanced Repair Tools
- Desktop Sharing

Automated Tasks Results

Results of previously executed automated tasks:

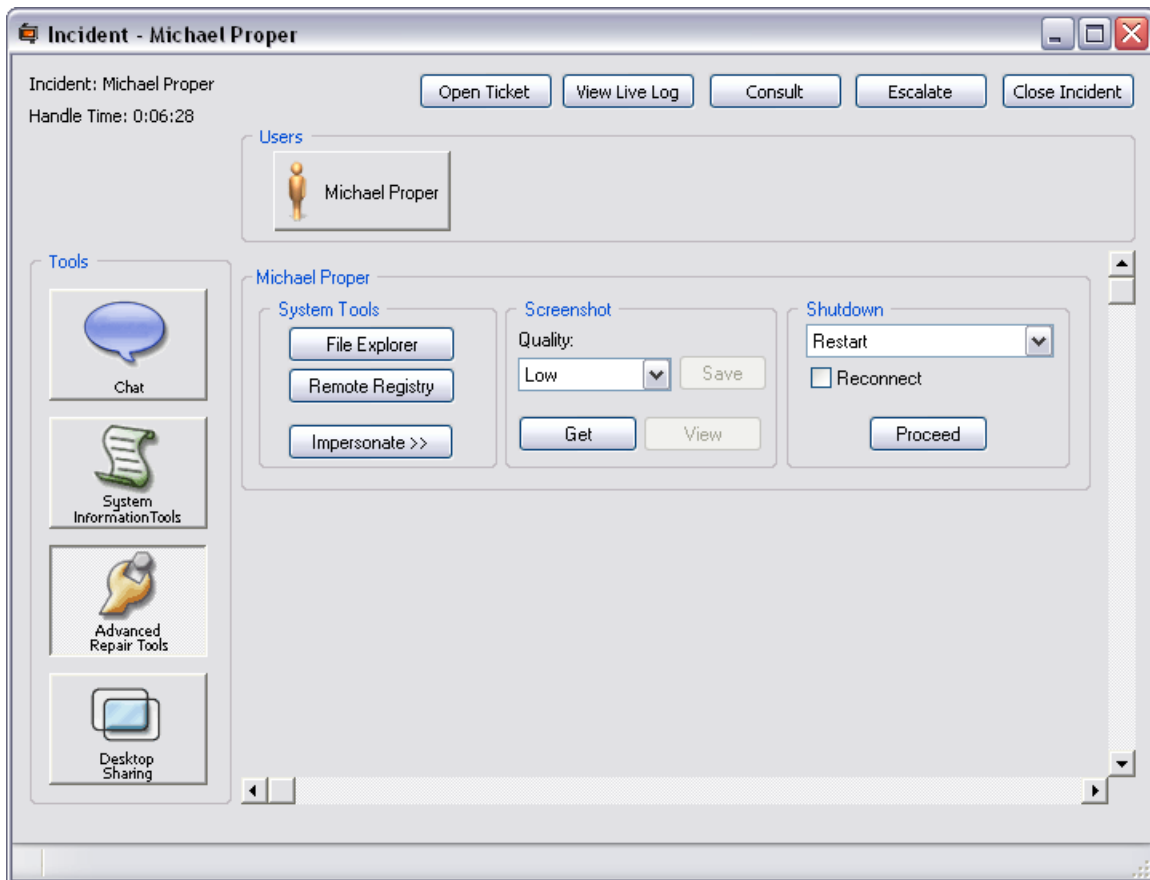
Automated Task	Executed on	Executed at	Status
Running Applications	Michael Proper	10:03:25 PM	Completed
Installed Applications	Michael Proper	10:00:43 PM	Executing

View result

Viewing results for the 'Running Applications' automated task.

Application	Visibility	Stop
DirectPointe :: Extranet - Windows Internet Explorer	Visible	Stop
DirectPointe eSupport Login - Windows Internet Explorer	Visible	Stop
DirectPointe Welcome to eSupport - Windows Internet Explorer	Visible	Stop
Found New Hardware Wizard	Visible	Stop
Inbox - Microsoft Outlook	Visible	Stop
Incident - Michael Proper	Visible	Stop
Live Automation	Visible	Stop
Nov ODM RFI Document_TRIACTIVE.doc (Read-Only) - Microsoft Word	Visible	Stop
Program Manager	Visible	Stop
Technician Console - [Mike]	Visible	Stop
Untitled Message	Visible	Stop
_GD_Crawl	Hidden	Stop
0 Reminders	Hidden	Stop
AcrobatTrayIcon	Hidden	Stop
Advance Setting	Hidden	Stop
AlODeeDeeNotificationWindow	Hidden	Stop
Altiris Client Interactive User Service	Hidden	Stop
Altiris Client Service	Hidden	Stop
Altiris Client Service Main Window	Hidden	Stop
AXWIN Frame Window	Hidden	Stop

Automated Repair Tools Automated Repair Tools allow DirectPointe technicians to configure your system remotely. Critical operating system properties, file systems, and registry keys can be accessed to invoke changes. Using the file explorer, remote registry, shut down, and reconnect features, our technicians can, for example, copy files to and from the user's system, restore lost or corrupt files, compare the system registry to another PC, change system files, and even reboot the system while maintaining the same open eSupport session.



Auto Incident Assignment, Escalation and Consulting When initiating an eSupport session, the user is able to provide a description of their current issue. Based on this information, the eSupport system will route the session to the appropriate support Queue. Queues are staffed by technicians based on their skill set. In the event that a technician is unable to quickly resolve an issue, they can share the session with another technician or seamlessly escalate the session to a higher tier technician.

Incident - Michael Proper

Incident: Michael Proper
Handle Time: 0:07:44

Open Ticket View Live Log Consult **Escalate** Close Incident

Users

Michael Proper

Tools

Chat

System Information Tools

Advanced Repair Tools

Desktop Sharing

User Profile for Michael Proper Customer is connected via Direct Socket.

E-Mail:
mproper@directpointe.com

Ticket ID:

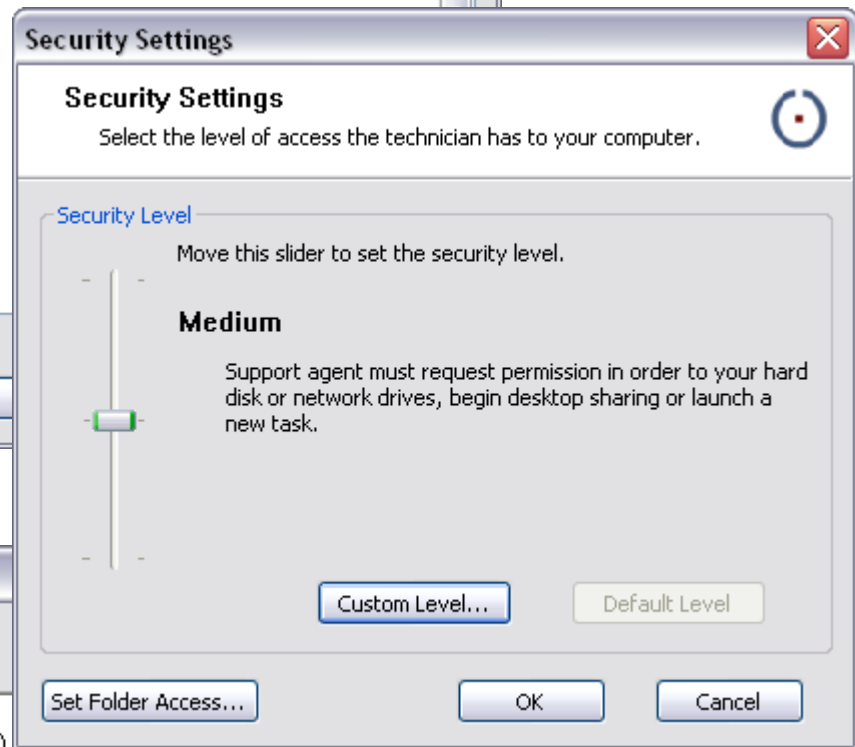
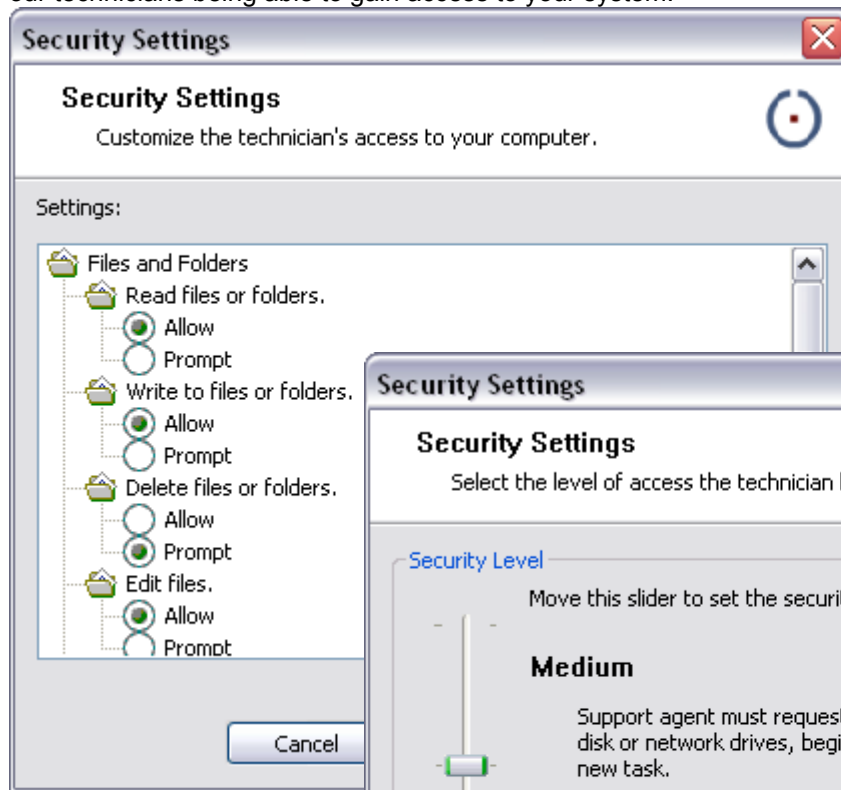
Subject:
Demo for Network Computing

Question:

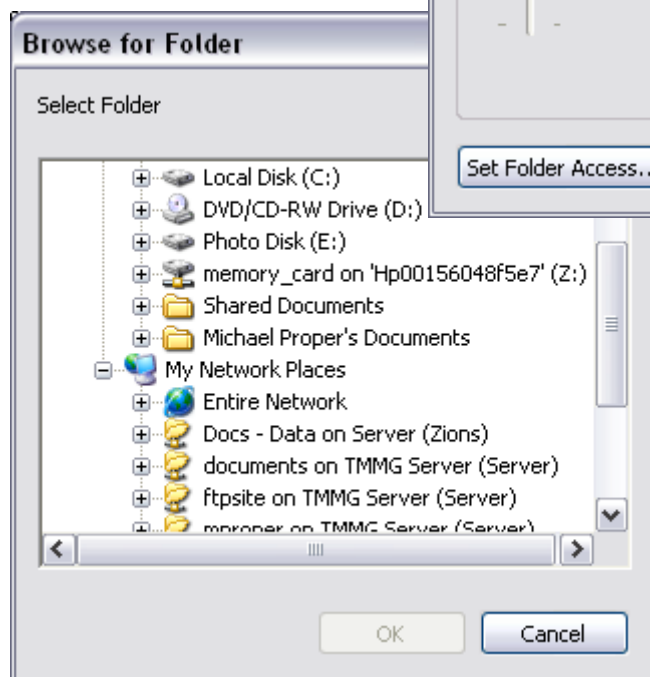
E-mail:

Company:

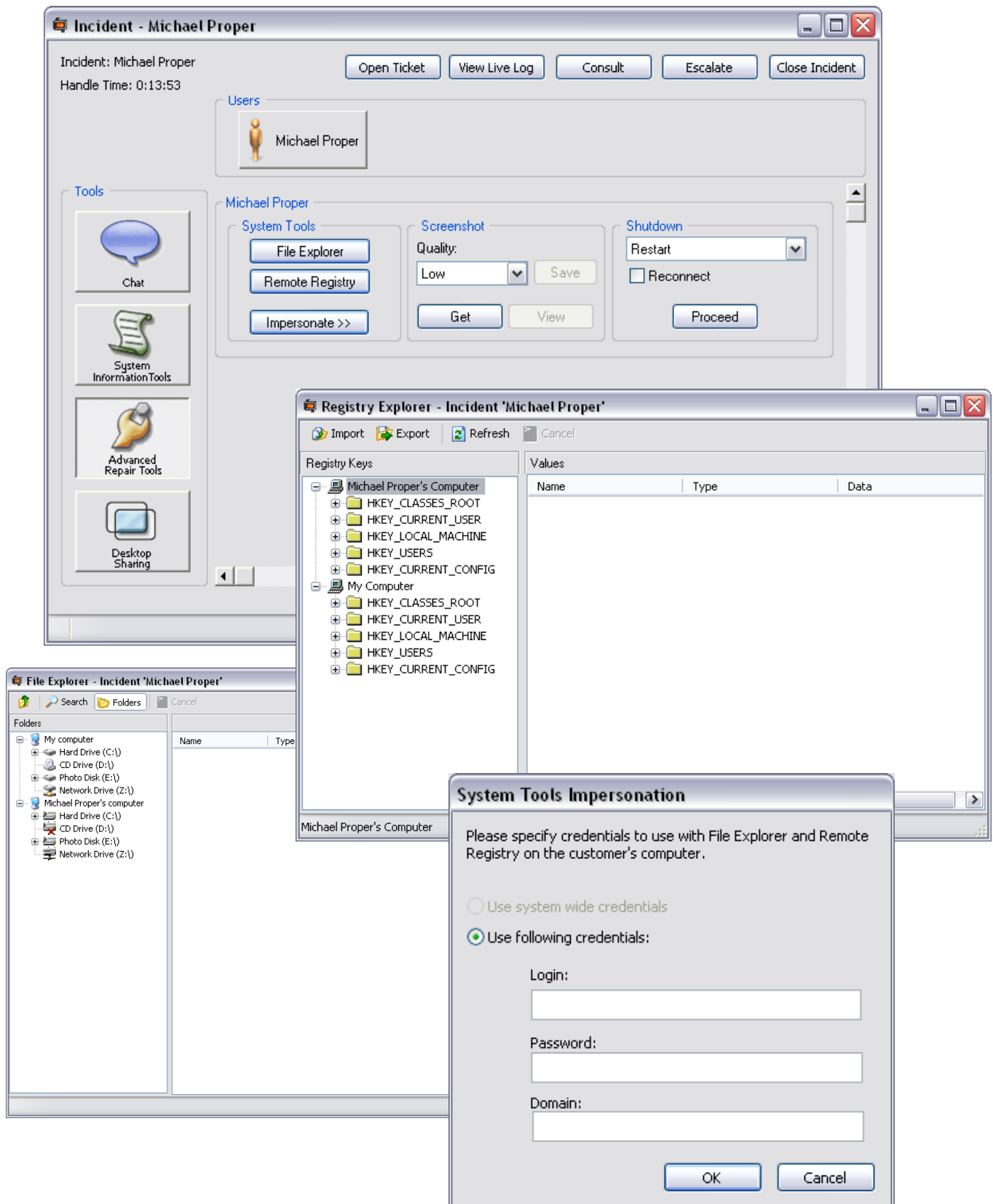
Security and Privacy Tools eSupport incorporates security features and data encryption to protect your corporate infrastructure from unauthorized access. Security options give local administrators the ability to limit what DirectPointe technicians can do within an eSupport session. To ensure your personal security and privacy, you must request support from DirectPointe prior to our technicians being able to gain access to your system.



Set Folder Access

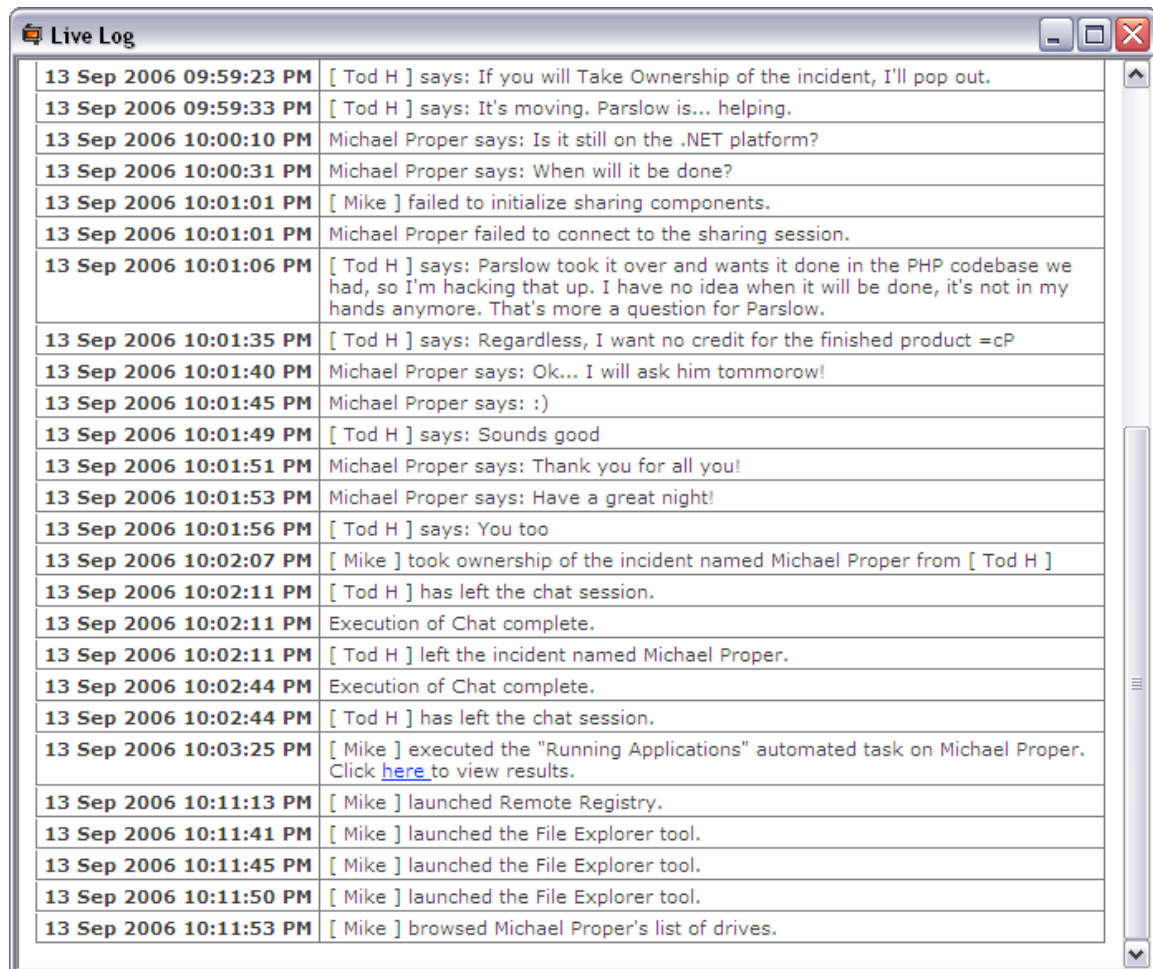


Diagnostic Tools Through eSupport, DirectPointe technicians can retrieve critical diagnostic information to assist us in understanding what may be affecting your system.



Reporting & Analysis Tools

During an eSupport session, the system captures the chat log and all actions the technician takes are through the eSupport tool. At the end of each session, this log is sent to the end user through e-mail.

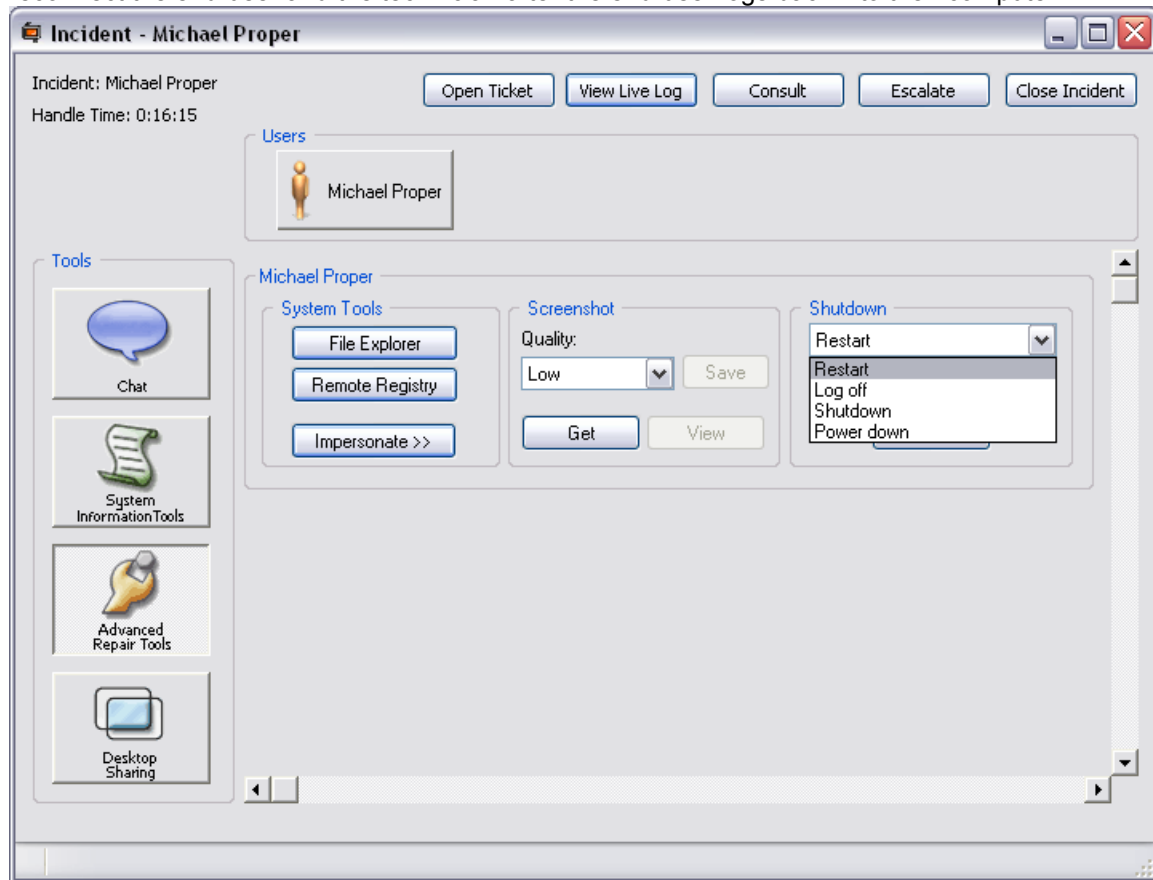


13 Sep 2006 09:59:23 PM	[Tod H] says: If you will Take Ownership of the incident, I'll pop out.
13 Sep 2006 09:59:33 PM	[Tod H] says: It's moving. Parslow is... helping.
13 Sep 2006 10:00:10 PM	Michael Proper says: Is it still on the .NET platform?
13 Sep 2006 10:00:31 PM	Michael Proper says: When will it be done?
13 Sep 2006 10:01:01 PM	[Mike] failed to initialize sharing components.
13 Sep 2006 10:01:01 PM	Michael Proper failed to connect to the sharing session.
13 Sep 2006 10:01:06 PM	[Tod H] says: Parslow took it over and wants it done in the PHP codebase we had, so I'm hacking that up. I have no idea when it will be done, it's not in my hands anymore. That's more a question for Parslow.
13 Sep 2006 10:01:35 PM	[Tod H] says: Regardless, I want no credit for the finished product =cP
13 Sep 2006 10:01:40 PM	Michael Proper says: Ok... I will ask him tomorrow!
13 Sep 2006 10:01:45 PM	Michael Proper says: :)
13 Sep 2006 10:01:49 PM	[Tod H] says: Sounds good
13 Sep 2006 10:01:51 PM	Michael Proper says: Thank you for all you!
13 Sep 2006 10:01:53 PM	Michael Proper says: Have a great night!
13 Sep 2006 10:01:56 PM	[Tod H] says: You too
13 Sep 2006 10:02:07 PM	[Mike] took ownership of the incident named Michael Proper from [Tod H]
13 Sep 2006 10:02:11 PM	[Tod H] has left the chat session.
13 Sep 2006 10:02:11 PM	Execution of Chat complete.
13 Sep 2006 10:02:11 PM	[Tod H] left the incident named Michael Proper.
13 Sep 2006 10:02:44 PM	Execution of Chat complete.
13 Sep 2006 10:02:44 PM	[Tod H] has left the chat session.
13 Sep 2006 10:03:25 PM	[Mike] executed the "Running Applications" automated task on Michael Proper. Click here to view results.
13 Sep 2006 10:11:13 PM	[Mike] launched Remote Registry.
13 Sep 2006 10:11:41 PM	[Mike] launched the File Explorer tool.
13 Sep 2006 10:11:45 PM	[Mike] launched the File Explorer tool.
13 Sep 2006 10:11:50 PM	[Mike] launched the File Explorer tool.
13 Sep 2006 10:11:53 PM	[Mike] browsed Michael Proper's list of drives.

Always Available DirectPointe is committed to timely incident response and follow-up on critical support issues. DirectPointe's eSupport is staffed 24 hours a day, 7 days a week.

3. Do you support remote rebooting? Y/N

Yes, reboots which are performed as part of an eSupport session will also automatically reconnect the end-user and the technician after the end-user logs back into their computer.



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

DirectPointe's eSupport can help solve help desk calls faster, more efficiently, and with less user intervention through the following ways:

- Live Chat and Desktop Sharing for enhanced remote interaction between technicians and end-users
- Automated Repair Tools retrieve diagnostic information instantly and accurately
- Automated Tasks implement resolutions to common problems with no end-user intervention required
- Advanced Repair Tools enable technicians to manage the remote computer in the background without having to interrupt the end-user
- Intelligent Support Workflow optimizes service desk processes with queuing and advanced security systems built-in.

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

Yes, DirectPointe offers a remote desktop backup solution. There are no limitations to the type of data that can be backed up. The solution provides for file redundancy elimination to ensure that files which exist on more than a single computer in the environment are only transferred one time. The remote backup solution transfers and stores all data in an encrypted format.

Users are able to initiate the restore of files themselves, or they may use eSupport to have a technician assist them. In addition, a web-based interface is available for a user to retrieve data files from a computer other than their desktop. Additionally, Last Spike can set security policies that will disable this feature for certain end users disabling access to their encryption key, effectively disabling this feature.

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.

Because DirectPointe utilizes several product sets to deliver their desktop services, the following information will define the security for each of these systems.

The management system used for patch management, software distribution, and inventory does provide role based administration. Technicians are assigned roles which define both the functions they can perform as well as the computer groups to which they can assign tasks.

The eSupport system also provides role-based administration. In addition to limiting the queues to which a technician has access, the following items are also controlled through the system security to determine what a technician can do on an end-user's computer:

- Reading files or folders
- Writing to the system registry
- Writing to files or folders
- Executing files
- Deleting items from the system registry
- Deleting files or folders
- Reading from the system registry

Control of end-user's permission to perform functions will be dictated by the domain configuration within Last Spike. We see this as an exclusion from the scope of this RFI. However, DirectPointe can provide management services for domain administration should Last Spike require them. If so, DirectPointe and Last Spike's Information Security personnel would work collaboratively to determine the security policy to be implemented for Last Spike.

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.

DirectPointe is capable of taking over all IT functions within a company. However, specific to providing desktop management services, DirectPointe would provide the following traditional IT functions:

- Information Asset lifecycle management (procurement, deployment, support, disposal)
- Patch Management
- Software installation, updates, and removal
- Driver installation, updates, and removal
- End User Support
- Desktop backup and recovery

3. What other professional services do you offer?

DirectPointe provides full out-sourcing solutions. In addition to desktop management, a full solution can include the following services:

- Firewall Management
- Router Management
- Switch Management
- VPN Management
- Windows Active Directory Management
- Exchange Server Management
- SQL Server Management
- Web Server Management
- ISP Management
- Server and Desktop Anti-virus
- DNS Management
- ISP Management
- Collocation Services and Management
- Enterprise Backup Management
- Email Anti-virus, Anti-Spam, Store-and-forward

We also have a solution for distributed environments that has an integrated set for smaller offices called the Small Office Solution.

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?

Outside of the standard package, DirectPointe would gladly assist them in identifying and implementing a solution to meet their specific requirements.

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)

As these computers are part of an Active Directory Domain outside of DirectPointe's scope of work, any specific security requirements for the desktops would require the participation of Last Spike's domain administrators. DirectPointe can provide consulting, design, and implementation services if requested by Last Spike to facilitate the enforcement of their security policies.

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

This question is fairly broad and could be answered yes or no depending on the scope. Remote backup files are encrypted on the server; eSupport session logs are not stored in an encrypted format within the database that holds the information. In all systems, passwords are stored in an encrypted format. Data regarding inventory is not stored in an encrypted format.

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

Yes, for remote backup (128 bit), and SSL for eSupport.

5. Do you have any service level agreements for performance and availability? Describe your guarantees. Please limit to 250 words.

Typically, this SLA is negotiated during the contract process. In most cases we provide SLA levels regarding average time to answer and percentage of dropped calls

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

DirectPointe is able to capture performance metrics from:

- eSupport Server for response time
- Helpdesk ticketing system for number, time to resolution, and
- Phone system for dropped calls and response times

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

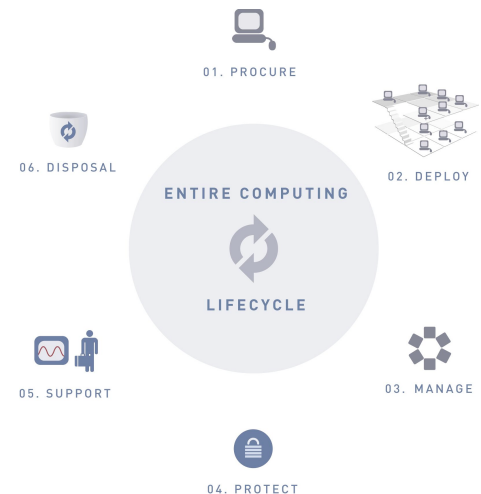
Again, this is typically defined with the customer at the time of contract negotiation.

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.**

DirectPointe's mission is to make technology simple, manageable, and affordable with one point of payment, support, and accountability. By utilizing centralization and standardization to achieve economies of scale, we are able to manage the IT Lifecycle (procure, deploy, manage, protect, support, and dispose) better and more affordably than any other company in the world.

DirectPointe's Complete Solution evolves to meet the demands of your ever-changing environment. We help you grow with ease so you can center your attention on your most important business operations. With our solution, we help you free up your resources to focus on more critical IS functions, while we focus on the day-to-day IT functions. DirectPointe allows your business to truly leverage technology, so you have a competitive advantage with out the high costs and headaches associated with dealing with multiple vendors.



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.**

DirectPointe utilizes a vertical approach for leveraging independent software vendors inside vertical markets, and we use a horizontal approach for leveraging partners that control compelling events for the clients (i.e. hardware replacements, refreshes, etc.). Additionally, we have local trusted advisors to help us expand our offerings to more customers.

We also provide a managed services model for large organizations that have distributed departments but still want all the benefits of a complete solution. This model allows us to provide services for organizations that only need a subset of our services.

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

Our pricing is calculated on a monthly basis, and our contracts range from 12 months to 60 months. The longer the contract term, the lower the monthly fee will be. This fee is based on a per user/per month model.

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.

Below is the itemized pricing for Last Spike. We have assumed that all client computers will desire the remote desktop backup solution. However, this is an optional item and can be provided to a subset of Last Spike's computers depending on their business needs.

PRICING SUMMARY

Pricing Levels Based on Total Named Users	Quantity	Costs	Actual Pricing
Service Description			Total Monthly Fee
Helpdesk			
eSupport System and End-user Support	2200	\$ 12.67	\$27,874.00
Systems Management			
Patch Management	2200	\$ 5.25	\$11,550.00
Software Distribution System and Management	2200	\$ 6.00	\$13,200.00
Inventory System and Management	2200	\$ 3.75	\$8,250.00
Security Auditing and Management	2200	\$ 4.25	\$9,350.00
DirectConnect - Remote PC Backup Per PC (optional service, base for 20GB)	2200	\$ 10.97	\$24,134.00
Total Fees			Monthly Fee
Three-Year Agreement			\$94,358.00

VII. Vendor Information

1. How long have you been in business?

6 _ + years

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

Currently, we have just over 90 employees, and we are growing rapidly.

3. How long has the product been shipping?

DirectPointe has been delivering the Complete Solution for over 5 years. NOTE: Functionality has continued to increase over the years.

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.

--> Based on the past five year's growth, our current financial position, and sales in our pipeline DirectPointe has a very solid footing. DirectPointe has grown at a rate of over 120 percent per year for the last 5 years with a solid profit margin. DirectPointe provides a necessary product that will only increase in demand. We are also launching new services to meet the growing demand and strengthen our position in the market. The Small Office Solution is one of these new offerings for the SMB market and Distributed Enterprise that is very disruptive, set to be released in Q-4 2006.

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

--> Bayer Pharmaceutical is the only customer we have approval to disclose at this time.

NOTE: A case study can be provided if requested.

In the [Samba Guide - Chapter 7 – A Distributed 2000 User Network](#) it makes specific reference to DirectPointe as the solution for use. It also makes reference throughout the book.

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