



Viab Solutions, Inc.

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Internationally renowned experts in collaboration and networking, Viab Solutions, Inc. has provided unsurpassed support and service to business environments of all sizes. From Sports franchises to Manufacturing, Legal, Government, Architects, Healthcare, Banking, and many others have long enjoyed the benefits of working with ethically focused,
Viab Solutions, Inc.

Isn't it time you join them?

In this era of complexity and expense, Viab Solutions, Inc. can likely help you increase productivity, reduce both short and long term costs, and improve the effectiveness and reliability of your technological efforts as you meet and exceed all your business process needs.

There are a number of ways that Viab Solutions, Inc. can help you.

1. **Traditional Service and Support:**

Viab Solutions, Inc. can provide the networking and collaboration technology products along with the necessary support and training that will most effectively benefit your organization. This has been our traditional method of operation. We can sell you the products you need, manage your licensing, and help you implement, learn, configure, and maintain the software that is appropriate to meet and exceed your organizational needs. Long after sale and implementation, we are still there to help, train, enhance, and work with you to ensure your success.

2. **Hosted Services:**

We can provide all the functionality of the required products without your needing to purchase, install, house, monitor, or maintain them. No need to allocate space, buy expensive hardware, keep up with the latest versions, or deal with software or hardware problems that may arise. Our experts take care of all that for you. You just relax knowing that when you need to do something, your technology tool will be ready and waiting for you.

3. **Hybrid of Service, Support, and Hosted Services:**

We can provide a mixture of both where some products are implemented at your location and others are provided as a Service from our robust and secure location. That way anything you want to have on site is exactly as you want it, while other desired capabilities are still available to you via additional Services which are provided to you by Viab Solutions, Inc.

4. **Viab Solutions, Inc. Dedicated Service Engineer (VSIDSE):**

We can provide an experienced and trained engineer to handle all the needs of your organization as they relate to your supported products.

So, check out our offerings and see what Viable Solutions, Inc. can do for your environment!

Here are some details on our Hosted Services

Remember, we can also provide these same products to you for in-house implementation, or you can mix and match what you want internally and what you'd like us to provide solely as a Hosted Service:

VSI Express•Able™ : Complete eMail Hosting

You can use any standards based eMail client you desire to access your eMail. We strongly recommend using the native product's client for maximum and enhanced capabilities, reliability, and security. With Viable Solutions, Inc. Hosted eMail, you no longer have to maintain eMail systems in-house. In addition, Spam and Virus Protection is automatically included, and you get 2 weeks of instantly available backups that are performed every 2 hours. You also have Peace of Mind knowing that your eMail is being maintained by our experts, and that our servers are housed in a Biometrically Secured, Fire-proof, Power Redundant facility.

VSI Express•Able™ includes, but is not limited to:

- Unlimited 24 x 7 access to individual eMail accounts with any eMail Client, Web Browser (no client installation required), or even a wireless PDA or phone with Internet Access.

The eMail system is completely secured and Features include, but are not limited to:

- All the normal eMail capabilities (sending, receiving, printing, forwarding, Reply, etc.);
- Calendaring, including multiple views, Multiple Calendars, * Calendar Publishing, Calendar Proxy, * Internet Calendar Import, and the ability to view Multiple User's Calendars simultaneously;
- Scheduling and Busy Search with retraction and rescheduling options;
- Contact and Information Management;
- Detailed Folder Structuring;
- Full Featured Address Book including the ability to create distribution groups;
- Full Text, Header, and Address Book Searches;
- * Newsgroups and Forums;
- Posting of Notes;
- Prioritized Task Management;
- Proxy Access between users with Rights Control;
- * RSS Feeds;
- * Integration with Teaming;
- * Status Tracking on each message (delivered, opened, read, downloaded, deleted, etc); and
- Plenty more

Plus these No Additional Cost Add-Ons

- eMail SPAM and Virus Protection with an Administrative Portal for customizations;
- Faxing Bidirectionally and Securely with no additional client software required;
- Mobile Device Synchronization;
- 2 weeks of readily available Back-ups with quick and easy Restore capabilities;

* Requires using Enhanced eMail Client

NOTE: The following Two (2) Services are included with VSI Express•Able™ at no additional charge; or They may be purchased separately to work with your in-house systems.

VSI Sync•Able™: Synchronization to PDA or Smart Phone

This includes eMail Messages, Calendars, and Contacts. Unfortunately, we can not support the iPhone® at this time;

VSI Protect•Able™: SPAM and Virus Protection for any eMail System

Using multiple sophisticated techniques and algorithms, our Service dramatically reduce and even eliminates unwanted messages from getting in to your mailbox. Then, even though there is an incredibly low incidence of desired mail getting stopped, you receive a digest every 4 hours between the hours of 8 am and 8 pm that lists those messages that were addressed to you which were blocked. From that digest you can simply click a button and receive any message that you feel should not have ben stopped. This system even has an artificial intelligence that learns from your activities and improves to better align itself with your specific organization's message flow requirements. In addition, your administrator has a secure Portal that can be accessed to customize settings as well as search for, review, and release items on-demand;

VSI Retain•Able™: eMail Archiving and Retention

(VSI Express•Able™ Required)

Meet and exceed compliance and discovery requirements quickly and easily. Keep all your eMail for as long as you need, and access it with a Browser. It is completely protected and secured by your existing rights assignments, and allows everything from simple to complicated searching across Any or ALL eMail Accounts. It will let you import ALL your existing eMail, Novell® GroupWise® Archives, and even material stored in a competitor's solution. Now you will be able to implement strict eMail Expire and Reduce Policies to keep your eMail system message store lean, while not risking the loss or unavailability of any data whatsoever. You can stop using client side Archiving completely and regain all that disk space from wherever they are stored, and no longer be concerned with the possibility of encountering corrupted Archives.

This Service includes but is not limited to:

- Disk space allocation;
- Remote Access using Security Parameters
- Search and Retrieval Capabilities
- Portable Delivery Methods as they become available

VSI Avail•Able™: Real Time Remote Document Storage and Access

Have ANY documents or other material you work with (PDFs, Pictures, Data Files, etc.) automatically synchronized right from your desktop to our servers, with no extra effort or activity by the user required. Then you can access those items from any machine anywhere in the world with just a Browser or a small specialized client that makes this functionality as easy as accessing a document in a folder. Work on your machine there, have them securely stored here AND there, and get at them anytime from anywhere. You can even Share Folders and have items available to anyone and everyone you wish, again, right on their desktop;

VSI Soci•Able™ : Collaboration PLUS Audio and Visual Conferencing

Audio and Visual Conferencing component

Unlimited Participants

This conferencing can be used for purposes which include but are not limited to:

- Pre-planned or Ad Hoc Meetings;
- White boarding;
- Text Chat with some or all participants;
- Polling Surveys;
- Share Viewing and / or Control of any participant's desktop and applications such as;
 - Displaying PDFs;
 - Watching and Presenting Videos;
 - Presentations and Slide Shows;
 - Application Training;
 - Utilize any other application;
 - You can even troubleshoot and repair technical problems on a Remote Machine;

Collaboration Component

This component will allow you to work together as a team conducting On-line Meetings with or without integrated Audio Conference Calls, where you can perform and participate interactively in any and all of the following:

- Pre-planned or Ad Hoc Meetings;
- White boarding;
- Text Chat with some or all participants;
- Polling Surveys;
- Blogs;
- Wikis;
- Document Sharing;
- Instant Messaging;
- Workflow;
- Calendaring;
- Task Management;
- Individualized Work Spaces;
- Create Teams and Sub-Teams;
- Share Viewing and / or Control of any participant's desktop and applications such as;
 - Displaying PDFs;
 - Watching and Presenting Videos;
 - Presentations and Slide Shows;
 - Application Training;
 - Utilize any other application;
 - You can even troubleshoot and repair technical problems on a Remote Machine;
- and much More;

VSI Control•Able™ :Workstation Control and Management

Keep Workstations Compliant and Healthy. Control / Manage your Entire Environment without having to physically access your equipment.

Enforce Policies;
Remote Access;
Deploy Software;
Deploy Patches;
Self-Healing Applications;
Take and Deliver Images;
Hardware and Software Inventories; and
More.

*****Coming Very Soon *****

VSI Use•Able™ :Virtualized Applications

Choose and use only the applications you want. No more messy bundles, no installing software on your PC. No impact on your Windows environment at all. Simply choose from a menu of applications what you want and how long you want to use it for. Then download a single executable and start working. Do everything you want and expect with absolutely NO SOFTWARE INSTALLATION!

VSI Predict•Able™ :Environment Monitoring, Reporting, and Notification

Our trained staff will keep you informed of errors and problems in your environment. We will monitor Workstations, Servers, and systems for you. Like your home or office monitored alarm system, if a significant event occurs the appropriate steps will be taken to either resolve the issue or notify the responsible parties at your organization.

With this level of monitoring events that indicate impending problems are often discovered and the difficulties can be avoided.

With this service, combined with **VSI Control•Able™** we can even implement activities that optimize your systems and respond to problems automatically.

VSI Recover•Able™ : Disaster Recovery & Backup for Novell® GroupWise®

(included at no additional charge in VSI Express•Able™)

For this particular Service, we are presenting a number of options for you to consider.

1. **As an Independent Purchase:**

Your organization would purchase the same software we utilize, as well as all necessary hardware. We would help you perform the implementation, configuration, maintenance, updates, and any related activities necessary. Since this option is bundled with our award winning Viable Solutions, Inc. GroupWise Support coverage, we would assist you with any and all aspects of implementing and utilizing this product, as well as anything to do with GroupWise itself.

2. **As an Independent Purchase with the Viable Solutions, Inc. Disaster Recovery and Backup (DR&B) Service as an Add-On:**

Your organization would purchase the same software we utilize, but is not required to purchase any of the necessary hardware (unless you opt to*). The Viable Solutions, Inc. DR&B Service Add-On provides off-site redundant backup and the ability to keep your GroupWise environment fully functional in the event of a partial or complete environmental disaster or outage at your location. We even provide a Staging Server as an appliance to be deployed at your location for improved performance and additional benefit to you. Of course, you would also still receive our award winning Viable Solutions, Inc. GroupWise Support Coverage so we can assist you with any and all aspects of implementing and utilizing this product, as well as GroupWise itself.

* If you want the full storage capacity on site, you would provide the necessary hardware.

3. **Viable Solutions, Inc.'s Disaster Recovery and Backup (DR&B) Service:**

Your organization need not purchase any licenses or maintenance, nor is it required to purchase any of the necessary hardware. You would have all the benefits provided from within your environment, AND the benefit of our off-site redundant backup with the ability to keep your GroupWise environment fully functional in the event of a partial or complete environmental disaster or outage at your location.

Viable Solutions, Inc. will provide a staging server to be deployed at your location for improved performance and additional benefit to you.

Here are some details on our Robust Facility from where all our Services are Provided

The Facility

Here are some highlights:

4. Redundant UPS
5. Redundant AC/DC Power
6. Data-Grade HVAC24x7
7. Secure Entry
8. Advanced Fire Suppression System
9. Secure Cabinet and Cage Space
10. Continuous Camera Coverage

Security and Reliability : State-of-the-Art Data Centers that are Monitored 24/7 by a Network Operations Center
Our servers are housed in secure, fireproof, climate-controlled data centers with direct connections to the Internet backbone. Multiple, high-speed connections ensure that the servers are always up and running. A network support team is on call around the clock to respond to any emergency outages.

Communication Configuration: *Multiple Redundant Connections to the Internet Backbone*

We use an Internet service provider that owns and operates its own network, which combines big bandwidth with multiple, redundant, high-speed connections to the Internet backbone. The network is monitored 24/7 to ensure that our servers are always up and running. The system automatically selects the fastest way to move data. It even switches to another Internet backbone carrier if a provider goes down.

Here are some specifics:

Power:

- Power circuits are available in 120/208v AC and -- 48v DC.
- The UPS system is deployed in a parallel redundant configuration with N+1 modules.
- Generator backup for 100% of customer peak load with a fuel supply of 24 hours, with guaranteed refueling contracts in the event of an extended utility failure.

Environmental Controls:

- High Volume Air Conditioning systems with 100 tons plus .01 tons per square feet floor capacity.
- Temperature: 72 Degrees +/- 2 throughout the facility.
- Humidity: 45% +/-5% throughout the facility.

Security:

- Standard data centers are secured 24 hours a day, seven days a week.
- Biometric palm scanners, in conjunction with proximity card readers, control access to the facility and the co-location floor.
- All cabinets and cage spaces are locking and the level of security can be upgraded by request.
- Facilities are monitored via closed circuit digital camera coverage with 24-hour recording and 30-day digital video storage.
- Facilities are equipped with centralized security stations.

24 Hour Critical Systems Monitoring/Disaster Prevention:

- All systems (including UPS, DC Power, PDU (Power Conditioning and Distribution Unit), HVAC, Temperature, Humidity, Security, Fire Threat) are constantly checked by an advanced monitoring system.
- Zoned fire detection is managed with the VESDA air sampling system.
- Zoned dry-pipe pre-action systems complement the front-line detection system.

Communications:

- Monitored network 24/7 to ensure that servers are always up and running.
- Automatic selection of the fastest way to move your data and even switches to another Internet backbone carrier if a provider goes down.

Internet Backbone Providers:

- Level 3
- Above.Net
- Time Warner

Here are some details on our Award Winning Technical Support Programs



Viable Solutions, Inc.
Platinum Support for
Novell® GroupWise®

Base Cost \$7,995 -Per annum
(includes the first 150 users in the system)

Counted User Cost (per user)

50 User Cost	\$350.00
100 User Cost	\$600.00

Assistance Details:

- Unlimited Toll-Free Telephone Incidents
- Highest priority responses for up to 5 Authorized Callers. Additional Authorized Caller IDs may be purchased for only \$250 per person
- Dedicated Assistance Options
(Up to 3 Days Installation, Support, or Training, at no additional charge except expenses)
- Remote Access When Appropriate
- Off Hours Support Options (24x7) as needed- defined in our Terms and Conditions*
- Valued Customer Discounts
 - 30% discount off the list price of any additional Dedicated Assistance Days, during your current term.

All interactions with Viable Solutions, Inc. are conducted in accordance with our Terms and Conditions, available for your review at www.Viable-Solutions.Com



Viable Solutions, Inc.
Platinum Support for
OES 2® NetWare® & Linux

Base Cost \$7,995 -Per annum

Counted User Cost (per user)

50 User Cost	\$350.00
100 User Cost	\$600.00

Counted Location Costs (per location):

1-7 Locations	\$3,000.00
8-14 Locations	\$2,500.00
15-25 Locations	\$2,250.00
26+ Locations	Call

Assistance Details:

- Unlimited Toll-Free Telephone Incidents
- Highest priority responses for up to 5 Authorized Callers. Additional Authorized Caller IDs may be purchased for only \$250 per person
- Dedicated Assistance Options
(Up to 3 Days Installation, Support, or Training, at no additional charge except expenses)
- Remote Access When Appropriate
- Off Hours Support Options (24x7) as needed- defined in our Terms and Conditions*
- Valued Customer Discounts
 - 30% discount off the list price of any additional Dedicated Assistance Days, during your current term.
- Multiple Coverage Discounts
When combined with a Viable Solutions, Inc. GroupWise or ZenWorks Support Agreement:
 - 30% discount off the user & location cost calculations for this agreement
 - No additional charge for BorderManager Support
 - No additional charge for Novell Web Services shipped with the OS

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*Terms and Conditions, available for your review at www.Viable-Solutions.Com



Viable Solutions, Inc.
Platinum Support for
Novell® ZENworks® / ZCM®

Base Cost \$14,995 -Per annum
(includes the first 500 users in the system)

Counted User Cost (per user)

50 User Cost	\$350.00
100 User Cost	\$600.00

Assistance Details:

- Unlimited Toll-Free Telephone Incidents
- Highest priority responses for up to 5 Authorized Callers. Additional Authorized Caller IDs may be purchased for only \$250 per person
- Dedicated Assistance Options
(Up to 3 Days Installation, Support, or Training, at no additional charge except expenses)
- Remote Access When Appropriate
- Off Hours Support Options (24x7) as needed- defined in our Terms and Conditions*
- Valued Customer Discounts
 - 30% discount off the list price of any additional Dedicated Assistance Days, during your current term.

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Viable Solutions, Inc.
Platinum Support for
Microsoft Windows® Networking

Base Cost \$7,995 -Per annum

Counted User Cost (per user)

50 User Cost	\$350.00
100 User Cost	\$600.00

Counted Location Costs (per location):

1-7 Locations	\$3,000.00
8-14 Locations	\$2,500.00
15-25 Locations	\$2,250.00
26+ Locations	Call

Assistance Details:

- Unlimited Toll-Free Telephone Incidents
- Highest priority responses for up to 5 Authorized Callers. Additional Authorized Caller IDs may be purchased for only \$250 per person
- Dedicated Assistance Options
(Up to 3 Days Installation, Support, or Training, at no additional charge except expenses)
- Remote Access When Appropriate
- Off Hours Support Options (24x7) as needed- defined in our Terms and Conditions*
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