



SYSTEMS MANAGEMENT ENTERPRISES

Systems Management Enterprises, Inc. (SME) is pleased to provide this overview of our company and business services. Thank you for considering SME as part of your company's total technology solution.

Company Overview

Systems Management Enterprises, Inc. is a technology infrastructure firm offering a variety of cost-effective solutions for your business needs. Founded in 1998, SME is located in Vienna, VA, with a branch office in Dayton, OH, and capable of service delivery nationwide.

SME is a Microsoft Certified Partner with additional certifications from organizations including Cisco, CompTIA, Novell, Red Hat, and Sun Microsystems. Our staff is business-savvy, experienced, and committed to providing real-world, dynamic solutions to business problems. SME excels at designing end-to-end technology solutions, regardless of market level, and from core services to the cutting edge.

Beyond expertise and experience, our commitment to service sets us apart from our competitors. SME is dedicated to providing exceptional customer support toward our goal of creating 'life-long' customers. Business services described below are monitored with help desk and on-site support on a 24/7/365 basis.

SME provides a variety of business services including Managed Security, Managed Hosting and Co-location, Web Hosting and Application Development, and IT Consulting. For additional information or to speak with an account executive, please contact us as shown below.

Systems Management Enterprises, Inc.
320 Maple Avenue East
Vienna, VA 22180

Toll Free 866-SME-TECH (763-8324)
Local 703-255-0632
Fax 703-938-9231

E-Mail info@smeinc.net
Web <http://www.smeinc.net>

Managed Security

SME's Managed Security services are designed to:

- Ensure corporate access to the Internet.
- Isolate and protect your internal network.
- Provide secure, remote network access.

If you need to establish a secure network, SME offers a fully managed security solution. For your existing network, SME will evaluate your environment to identify risks and options. Regardless of your current situation, SME can provide customized, scalable solutions to meet all your security needs.

Each SME Managed Security solution is monitored from our Secure Network Operations Center (SNOC). Our expert analysts employ strong authentication and DES-III encryption to ensure total privacy and integrity throughout the entire process. 24/7/365 monitoring generates immediate alerts and response to potential security threats or service outages. SME Managed Security solutions will protect your networks, allowing you to focus on the day-to-day needs of your organization.

SME's Managed Security solutions include:

Nextwall® managed Firewall Service

Nextwall is an advanced firewall platform delivering cost-effective, customizable network access and protection via remote management, without requiring additional in-house resources. Configurable features include dynamic packet filtering, DNS/DHCP services, DMZ configuration, proxy services, Internet caching, network filtering/monitoring, port forwarding, IP masquerading, routing, and wireless network support.

Virtual Private Network (VPN) Service

SME's site-to-site VPN service leverages Nextwall to create a secure communications tunnel for remote network access by authorized business partners and branch offices. VPN uses strong encryption for data transfer and is protected from interception by potential hackers. The VPN service includes initial configuration, change management, and steady state monitoring of connections.



SYSTEMS MANAGEMENT ENTERPRISES

Sentinel Intrusion Detection Service

This service unobtrusively monitors network traffic for suspicious or hostile activity directed against any network device or data resource. Sentinel can be configured to dynamically insert rules in Nextwall to block attackers or suspicious IP addresses from the network. Like all SME Managed Security services, Sentinel is monitored remotely for immediate response to potential intrusions.

Essential Security Services

In addition to the integrated, managed security services described above, SME offers the following additional, essential network security services.

Infrastructure Audit to identify risk and verify security, with the goal of developing an effective security policy.

Firewall Audit to assess vulnerabilities and verify proper configuration.

Anti-Virus Protection Audit to evaluate implementation and assist in definition of this critical policy.

Penetration Testing, both internal and external, to verify resistance to abuse and exploitation.

War Dialing service to identify unprotected systems and backdoor entry points.

Emergency Incident Response for Evaluation, Containment, Analysis, and Prevention (ECAP).

Managed Hosting & Co-location

SME is a full-service hosting provider for mission-critical, complex application and software environments in your public and/or private networks. SME's Managed Hosting and Co-location services allow you to minimize capital investment in hardware, facilities, and full-time IT resources.

The value proposition for this SME service offering may be summarized in these four features:

- High-speed, redundant, and diversely routed Internet connectivity via our OC-192 fiber optic backbone.
- State-of-the-art, climate-controlled, cabinet space in a facility with physical and electronic security, fire alarm/suppression, and redundant power systems.
- 24/7/365 monitoring and support for all hardware, software, power, and connectivity issues related to availability, utilization, load, and performance.
- Flexible, scalable solutions tailored to your company's current and future needs.

Flexibility serves to make SME a leader in the industry. SME offers custom server design to provide an economical, robust hardware platform. SME also offers an unmanaged solution for companies with IT personnel in place. Tiered or burstable bandwidth options are available based on your requirement. Value added services include local or global load balancing, shadow Internet connectivity, integrated firewall and VPN solutions, and tape backup services.

The performance, reliability, and expertise of the SME infrastructure and staff can help protect your company's bottom line. We offer on-site technical support and equipment installation. All hosting agreements provide the customer cutting edge monitoring tools via HTTP and SNMP. Finally, our Service Level Agreements (SLA) are among the toughest and most comprehensive available.



SYSTEMS MANAGEMENT ENTERPRISES

Web Hosting & Application Development

SME's Web Hosting and Application Development division provides a value-added service for Managed Hosting customers and a superior value for small to intermediate-size companies. All Web Hosting options are available under both Windows and Linux server platforms.

Our technical staff has proven success in implementation of complex business applications for corporate Internet, Intranet, and Extranet environments. On the design side, SME's staff includes award-winning artists. Importantly, all development is conducted using a systematic, requirements-driven, review process to ensure customer satisfaction. SME can produce custom, compelling web sites and services to establish your Internet presence, provide an e-Commerce foundation, or manage critical business-to-business transactions.

SME understands web hosting as a service is more than just providing server hardware and Internet connectivity. In addition to helping design and host your site, SME will assist in domain name registration and provide initial startup training as required. All web hosting customers receive a minimum of 5 e-mail accounts, substantial disk space, and remote server access via FrontPage or SSH for site maintenance. All customers also receive the SME service guarantee of 24/7/365 monitoring and support. Optional services for web hosting customers include search engine registration, secure server options, advanced database connectivity, credit card validation, and utilization reporting.

IT Consulting

SME provides IT Consulting services in areas including:

- Hardware and software purchase, installation, configuration, troubleshooting, and maintenance.
- Network and security design and management.
- On-site training and application support.
- Visual systems design, i.e. for corporate branding, sales and marketing materials, or user interface.
- Staff Augmentation.

Our flagship "SME Tech" service provides help-desk phone support with 24/7/365 availability. Additionally, the service assigns a dedicated engineer to support your office on-site on a regular and as-needed basis. Your engineer has full access to the SME knowledge base, in-house expertise, and on-line resources necessary to solve any technical issue.

SME's IT Consulting services are designed to save you time and money through personalized service guaranteed to produce solutions based on knowledge and tailored to the needs of your organization. Whether you are well-established or just starting out, SME Consulting can fill your IT staffing void in a professional, timely manner.