

You will also always receive:

- Weekly Status Reports
- On-Demand Reports
- Weekly meetings to review cases
- Root Cause Analysis for each case
- Mobile Access to all servers with Android® or iOS smartphones

Other AMS Offerings:

✓ **Proactive VoIP Monitoring**

Let AMS monitor all your critical network components that involve your IC solution!

Using a robust network monitoring application called TotalView from Path Solutions, Adapt can set up key monitoring alerts and do an advanced diagnosis of VoIP call issues by using features such as call path analysis. We can even simulate live traffic.

✓ **Server Maintenance**

Let AMS handle your general server backups, Windows® updates, and gateway firmware upgrades! This includes all Microsoft-based IC servers and voice gateway devices.

Who We Are

About Us

Adapt has a strong 17-year history in the unified communication and contact center marketplace. Our company is headquartered in Oak Brook, Illinois. We serve clients in more than 25 states. Our teams specialize in sales, development, systems engineering and implementation, project management and technical product support. The trained, certified technical experts comprising our engineering, implementation and support teams each average a minimum 10 years of experience working with Customer Interaction Center™ (CIC).

Contact Us

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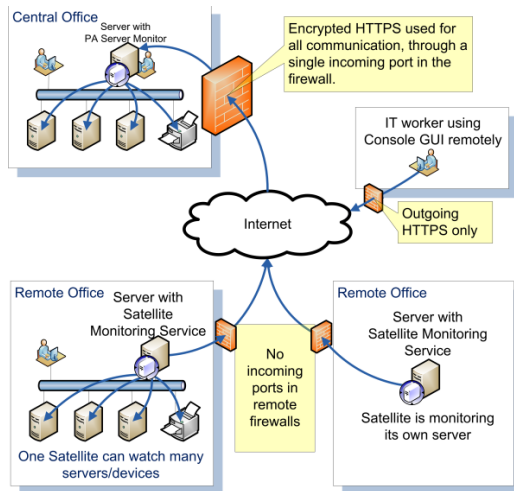


ADAPT MANAGED SERVICES
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ADAPT MANAGED SERVICES

Comprehensive monitoring solution for every customer or member environment



“Adapt’s AMS team is more than just another vendor support group. They’re an **extension** of our team. We are pleased with the accountability, responsiveness, expertise and drive to not only fix a problem but determine the root cause. The **proactive approach** – including monthly maintenance and scheduled reports – increases system stability. Knowing that **experts** have our back around the clock lets us sleep a little better each night.” - **Systems Administrator, Colorado State University-Global Campus**

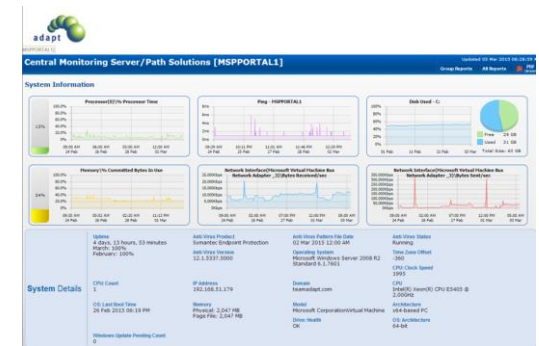
Why Adapt Managed Services?

Adapt Managed Services (AMS) has developed a suite of measurement points that allow direct and immediate responses to problematic or concerning scenarios within your specific Interaction Center environment. Using a powerful tool called Server Monitor by Power Admin, AMS is able to provide a comprehensive monitoring solution based on your specific needs. AMS monitors key systems, services, and criteria to provide proactive alerts on the health of the CIC servers, core applications, as well as ancillary servers that work in conjunction with CIC. The Power Admin Server Monitor can be deployed easily using satellite technology, allowing Adapt’s NOC to communicate with a single server that has the Monitor Server installed on your network.

What do you get with AMS?

Proactive Monitoring 24x7x365

- **Disk Space Monitoring**
 - Monitor drives on Windows, Linux, and VMWare
 - Alert on low disk space
 - Trend analysis to predict full disk dates
- **Service Monitoring**
 - Easily and quickly specify services to monitor or ignore
 - Automatically restart stopped services
 - Get alerts if services are added or deleted from a system
- **Ping Monitoring**
 - Simple ping alert threshold
 - Powerful false-positive suppression
 - Record response times for reporting



- **System Performance Monitoring**
 - Easily and quickly find bottlenecks with system performance
 - Track history of performance with each server
 - Get alerts if a bottleneck is found
 - Secure: no cloud – data stays on Adapt servers
- **Event Log Monitoring**
 - Quickly and easily monitor multiple sources
 - Customized filtering events on Event ID or event text
 - Record events to Adapt’s database for reporting
 - Track all critical event IDs and their definitions in central repository
- **SNMP Monitoring**
 - Monitor SNMP counters via an easy-to-use object tree
 - Alert on SNMP Traps and Informs