



**Morpheus Inc.**

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## **Morpheus MCE System Description Of Service**

### **Description:**

*The MCE is a system by which you can ensure a secure, stable computing environment for yourself and your employees without the cost and burden of owning, managing, and supporting the computing equipment itself.*

### **What's involved:**

#### Site Survey

*During the site survey, we spend about 30 to 60 minutes compiling the information needed to provide you with an accurate estimate. We will assess number of users, number of workstations/devices, number of printers, network infrastructure, network security, internet connectivity, application requirements and identify any potential MCE software, hardware, or user compatibility issues.*

#### Service Pricing

*MCE pricing is determined by adjusting the system to your needs. Factors include number of users, number of workstations/devices, processing requirements, and data storage/backup requirements.*

#### Application Testing

*Once the estimate has been reviewed, Morpheus will pick up the software packages you intend to use within the MCE system and ensure they are compatible and will run reliably. There is usually no problem with business related software such as Microsoft Office, Intuit QuickBooks, etc., but many "frivolous" software applications like screen savers, automatic wallpaper (screen background) changers, games, etc. are not designed for use in a business environment and thus less stable, we will usually not allow such software packages on the MCE system as it would impede our efforts to provide a stable and reliable computing environment.*

#### Implementation

*Depending on the implementation plan we develop with you, it may be prudent to switch your entire facility over to the MCE all at once, or implement it stages, or run your current computing solution in tandem with the MCE.*

### **Service requirements and fees:**

#### Site survey

*Free of charge.*

#### Setup fee

*The setup fee is based on what we discover during the site survey, including (but not limited to) number of users, number of client devices, number of printers, and number of software applications to test in our testing environment. The starting rate is \$300, which will cover most small installations of 5 or less users.*

#### Hardware/Equipment needed to meet facility and network requirements

*Site requirements include a secure network infrastructure, high-speed Internet access (DSL, Cable, ISDN, T1, etc.), a managed and secure firewall/router between the Internet and the local network, and a physically secure location for the MCE server(s). A static IP (Internet) address is not required. Also, each printer on site that does not have network print capability will require a network print server be attached to it.*

#### Qualified server hardware (purchased, provided)

*Server hardware will need to be tested for compliance by Morpheus before we will deem it is qualified to host the MCE system. We can utilize qualified server hardware you already own, sell you qualified server hardware, or simply place our qualified server hardware in your facility as part of the service fee. If we setup the MCE system on hardware you own, it must be understood that the hardware will be used solely for the MCE system, so any services it might already be providing would have to be offloaded to another server(s). This basically means that the hardware used for MCE would be given up completely into our administrative control and could not be used for other purposes while being used for the MCE system.*

#### Qualified client hardware

*Client hardware consists of any device(s) required to access the MCE and/or print servers used to connect printers to the MCE. Client hardware can consist of PDAs, PCs, thin clients, mobile phones, etc. and may be purchased through Morpheus or through your own source with the condition that Morpheus has deemed the client devices you wish to purchase as “qualified” to work with the MCE.*

#### Per server fee

*Morpheus charges a server management fee per server utilized by your MCE installation. Usually this is only a single server, but in larger installations, the MCE might include several servers that distribute the processing and data storage loads. The exact fee depends on the needs of your organization and the way we will customize the MCE system to meet those needs.*

#### Per user account fee

*Each user that will use the MCE requires a user account. This account will be the basis for allowing access to the system, setting security permissions (allow/deny access to files/printers), and basically everything having to do with the user on the MCE system. The account on the system is unique to the individual, not to the device/station that the user will utilize to access the MCE system. The more user accounts on the system, the greater the processing, storage, and management loads there are on the MCE system. A fee is assessed for each user account on the system. The exact fee depends on the needs of your organization and the way we will customize the MCE system to meet those needs.*

#### Annual service contract (w/early termination fee)

*The Morpheus MCE requires a yearly service agreement. This contract includes all the legal verbiage required by such an involved system as the MCE, including a confidentiality agreement between your business and Morpheus. We understand that allowing an outside company access and control over your business' files and processes requires a relationship built on trust. We want to ensure that you and your data is protected.*

*Early termination of this agreement includes a termination fee. The exact fee depends on the terms of separation. Factors include hardware, software, and licensing, all of which revolve around how the MCE system and service agreement was setup for you (each system is customized).*

#### **Optional/Additional Service Fees:**

*Additional server hardware – Depends on requirements*

*Software install/upgrade/modify – \$300 per event*

*Application support – Can be rolled into monthly service fee or additional per incident fee*

*On site support – Can be rolled into monthly service fee or additional per hour fee*

## Services:

### **Basic Managed Computing Environment**

- MCE – A managed and stable computing environment  
*Morpheus Managed Computing Environments are utilized in medical facilities, manufacturing facilities, and computer companies around the Pacific Northwest. The stability, flexibility, and security provided by our Managed Computing Environments allow companies large and small to realize the full potential of business computing resources, at a lower cost.*
- File system permissions management  
*We will manage file system permissions so that users and departments only get access to the files and folders they should have access to, while making sure they don't have access to things they shouldn't. We can also help train managers how to do this type of management if so desired.*
- User management  
*We will handle system security issues that can arise when someone (Bob) is let go, and someone else (Susie) is hired on. We will ensure that Bob's user account is disabled and he no longer has access to the MCE and your business' sensitive files. We do ask that you coordinate such events with us whenever possible so we can ensure proper security measures are in place before there is time for a potential security breach to occur.*
- Anti-virus protection  
*All managed computing environments come with anti-virus protection. Anti-virus software is kept up-to-date each day so you are protected against the latest viruses, trojan horse software, and worms. However, we cannot guarantee protection, only provide the best protection possible with current software and updates.*
- System and application security updates  
*If and when security updates become available for the MCE operating system and/or any supported applications, we will test and install them to ensure you are protected and up-to-date. Several worm and virus outbreaks within organizations occur because IT staff is too busy to deal with or do no concern themselves with security updates.*
- Off-site data backup  
*Data backup has proven to be a challenge for many businesses. For more information about data backup challenges, read <http://morpheusinc.net/backup/backuptips.pdf>. Our integrated off-site backup system provides automated, redundant, and secure backup of your data (up to 10 gigs) with a 10 version "rotation" history without the challenges inherent with media based backup systems.*

### **Application support**

*If you are having a problem with or have a question about any of our supported applications, we can help both over the phone, and by shadowing your environment. Shadowing is a technique that allows our support technicians to see what is happening on your screen, and if need be, take over and show you step by step what to do or how to handle a situation.*

### **On site support**

*If you feel more comfortable having someone on site, or a problem arises that cannot be resolved remotely, then we can dispatch a Morpheus technician to solve the issue.*

### **Software upgrade/install/modification**

*During MCE setup, we take and test the software applications you wish to use into our test environment to ensure they are compatible with the MCE. After your MCE system has been setup on site and tested, we put it into production. This means the system configuration and software applications installed on the MCE will be set and that configuration will be considered an "established installation". Upgrading, installing, or modifying software requires additional testing in our test environment before we can ensure it will run compatibly with the MCE. This process involves an additional testing and implementation fee.*