2/9/2017



**Damian direct: 403-921-8364**

**Help Desk: 403-966-8364**

**Robert Fryk**

President

Omers Energy Services

30th Floor, 520 3rd Ave SW

Calgary, AB T2P 0R3

Direct: 403-218-6609

Subject: Proposal for Information Technology Management

Dear Robert,

Thank you for inviting me to discuss how Syncom can help manage the technology at Canstone Energy. As you well know, your business relies heavily on access to real-time information and communication. Application support, particularly Oil & Gas (Accumap, GeoScout, Wellview, PVR, Qbyte, etc.), capacity planning and proactive maintenance/monitoring are key ongoing activities to support this environment. I believe the best way to approach the Information Technology aspect of your business is to create an open and accountable relationship with Syncom as your technology partner.

For 19 years now, Syncom has created complete technical solutions for small/medium businesses that combined the corporate vision with the right vendors and appropriate technology. Some call this IT Management or “Managed Services”. Essentially, Syncom takes responsibility for the network and acts as your agent to ensure your best interests are maintained. Frequent communication and having an intimate knowledge of the network and how the users interact with it is essential. Syncom would first establish a high level partnership with you with Damian acting as a “virtual” Chief Information Officer (vCIO). In this role I would leverage my 28 years as a technology enthusiast, in depth knowledge of Oil & Gas companies’ technical requirements and ability to understand the big picture. Syncom’s help desk and support team will help with remote trouble shooting, on-site support, projects, scheduled maintenance and ongoing documentation. Syncom also has a variety of tools and services that are detailed in the following pages to help with monitoring, security and disaster recovery among other benefits.

Syncom is a team of energetic and motivated people. We are your technology champions. We are proud of who we are, what we do and how we can help you. We are about results, solutions, integrity, trust and long term relationships. We offer options and advice when appropriate and never push our own agenda. We work with a wide range of products in many different, demanding and complex environments on a daily basis. With this experience and exposure, we can recommend vendor agnostic best of breed integrated solutions that align with your business.

Please see the following pages for details of how we would approach our relationship based on the information I currently know. I welcome any questions or comments you have. Being smaller allows us to be flexible, dynamic and agile – I am happy to create a service program that matches what you have in mind.

I have included some ideas related to budgeting. Please keep in mind they are examples of strategies we could implement and completely flexible. Most of our clients enjoy some type of scheduled maintenance that is billed at a consistent monthly rate. This helps with balancing your budget, ensures the maintenance gets done and puts responsibility on Syncom to be accountable and efficient. As we discussed on the phone, I recommend we conduct a quarterly on-site visit to each of the stores and perform monthly maintenance remotely. Please let me know what would work the best for your organization.

Initially there would be a brief transition period where Syncom would review the network information, collect/update documentation including inventory and provide a list of recommendations. Special focus will be placed on uptime, redundancy and fault tolerance – in short: Business Continuity. Clear communication will be provided with respect to how to contact Syncom, expectations and procedures. These activities will be managed by Damian, as the vCIO. As the owner of Syncom, I will personally make sure the management of your network is focused and consistent throughout our team. You will find dealing with Syncom is simple and direct.

Syncom has worked with Canstone in the past, is familiar with the network and also provides support for Estancia, the building landlord. Leveraging this experience, we are completely confident we can keep your network running optimally.

In summary, Syncom is well positioned to deliver exactly what you looking for. Backed by a strong reputation and experience, we deliver stable, always-on technical solutions to our valued customers. Our partnership approach accepts responsibility for your network and our success is directly linked to yours. Specifically, our experience setting up/supporting/managing other Oil & Gas businesses and their associated applications is extensive.

Thank you again for this opportunity Beibei, I look forward to discussing our proposal in more detail with you.

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| **Syncom Managed Services** | |  |  |
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| **Focus** | **Description** | **Example** | **Frequency** |
| **Preventative**  **Maintenance** | Proactively service the network, servers, applications, databases, workstations and devices as per manufacturer's guidelines and industry best practices. This also keeps us familiar with your users and network. | Testing the backups by performing a restore. Mitchell updates. | Once a month. |
| **Syncom Endpoint Management (SEM)** | Setup real-time monitoring of critical components. | Monitor server. | 24x7x365 |
| **vCIO** | High level approach to Information Technology. Partnership that provides vision, accountability and management. | Create technical roadmap with clear milestones. Evergreen schedule. Capacity planning. | Meet twice a year. Updates as scheduled. |
| **Security** | Cloud subscription to Syncom’s security software. | Real time updating, consolidated reporting, immediate threat response. | 24x7x365 |
| **Disaster Recovery** | Comprehensive multi-tier approach to data security. Disk & cloud options. | Cloud backups at remote data center for mission critical files. | Daily |
| **Business Continuity** | Risk analysis of the network and redundant service options. Confirm or explore virtualization options, cloud services, etc. | VMware, Office365 hosting, redundant ISP. | Ongoing |
| **Email Security** | Clean and filter email with cloud based (redundant) service. | Syncom’s Barracuda hosting. | 24x7x365 |
| **Remote Access** | Allow external access to information through a variety of devices. Home users, laptops, tablets, phones, etc.. | VPN, RDP, Citrix, Webmail. | 24x7x365 |
| **Help Desk Support** | Remote/phone support on demand. Escalation to on-site. Ticketing of requests. Complete and thorough documentation. | Teamviewer remote control tools. | 24x7x365 |
| **Account Management** | Management of tickets, projects, purchases, inventory, reporting, etc.. Workflow and process documentation. | Autotask cloud based management system. | 24x7x365 |

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| **Syncom Managed Services Budget Structure** |

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| **Service** | **Rate** |
| Syncom Managed Services (SMS) | $1000/month |
| Initial on-site inventory visit | Included with SMS |
| Preventative Maintenance | Included with SMS |
| SEM Monitoring (1 node minimum, additional nodes $25) | Included with SMS |
| vCIO | Included with SMS |
| Cloud Security (Antivirus, Internet protection) | $4 per computer/month |
| Remote Help Desk Services (including Autotask) | Included with SMS |
| Cloud Backup Service | 1 server & 25GB is $48.50. Additional $6.50 per 25GB  Also have a complete off site virtualized option |
| Teamviewer subscription | Included with SMS |
| Email Security Service | $2.50 per mail user |
| Access to wholesale pricing with hardware vendors | Included with SMS |
| Quarterly on-site maintenance/support visit | Included with SMS |
| On-site rate (if a billable project) | $125/hr (reduced 10% contract rate) |
| On call rate (outside of 6-6) | $187.50/hr |

Beibei, based on your description of 10 computers, 1 server and 10 mail users, your fully covered (Gold) managed service package would be $1113.50. We also offer Silver managed service packages (monitoring/server only) or a basic Time & Materials option.

On-site service – minimum 1 hour

Typical Service Level Agreement – 15 minute response for urgent priorities, on-site within 1 hour.

Links for more information:

Preventative Maintenance

<http://www.webopedia.com/DidYouKnow/Hardware_Software/PreventiveMaintenancePC.asp>

vCIO

<http://en.wikipedia.org/wiki/Fractional_CIO>

Endpoint Management Review

<http://www.tomsitpro.com/articles/endpoint-management-solutions,2-873.html>

Office 365 Hosting

<http://office.microsoft.com/en-ca/business/>

Barracuda Appliance

<https://www.barracuda.com/products/spamandvirusfirewall>

Teamviewer

<http://www.teamviewer.com/en/index.aspx>

Autotask Management

<http://www.autotask.com/>