

VSSG
Vermont Systems Support Group
180 SW Todd Ave.
Port Saint Lucie FL 34983
(802) 238-5530

I am excited to be able to offer my services to work with you to optimize your Evolution Software.

For more than 3 years I have worked with Evolution in my role as IT Manger at PayData, one of the largest users of Evolution. Since leaving PayData I have been working with Evolution service bureaus around the country, assisting them in managing the day to day operation of Evolution. I am uniquely qualified to help you maintain and tune Evolution to minimize downtime and maximize processing power. I have worked with various configurations of hardware and with various configurations and distributions of the databases and software used by Evolution. I am familiar with all of the hardware and operating system platforms on which the software will run and have participated in testing the software under a variety of conditions. I understand the direction developers have taken and have installed and used various versions since Addison. (or whatever) I have been responsible for the operational aspects of the system, from installation to backup and recovery.

In addition to my history with PayData, I have been a consultant for hardware/software systems for 15 years, have trained various software packages around the country, have certifications in Linux System Administration, and extensive training in many software packages and operating systems. I am also the Vice President of Knowledge: IT, a Cooperative of IT professionals located in various areas of the country and available for highly specialized tasks on an as-needed basis.

I look forward to helping you with your operational environment for Evolution.

A partial list of the services I can provide -

- ✓ Optimize Evolution
- ✓ Setup Evolution related processes (backup and restore, Temp table rebuild, etc.)
- ✓ Monitor Network & hardware with e-mail and text messaging paging
- ✓ Determine hardware replacement strategy
- ✓ Create a disaster recovery plan
- ✓ Review the current backup plan and possibly make recommendations for changes
- ✓ Create hard drive images or a plan for images
- ✓ Consult on Technology
- ✓ Check backup monitoring and restore
- ✓ Create and/or maintain your web site
- ✓ IT staff augmentation

Fees

I can work on either an hourly basis or a monthly retainer. Fees will be based on the service mix you desire and the immediacy of response required.

Service Level Plan 1

Two hours per week monitoring your system and Evolution backups, installing patches, etc. I would be available for phone consultation during the business day and at other times by prior arrangement. I would be watching for trends that might indicate a performance or hardware problem. The fee for this would be six hundred seventy five dollars (\$675.00) per month. Hours in excess of 8 per month would be charged at a rate below the regular hourly rate.

Bill Hults

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