

From: [Bric Browning](#)
To: [Amy Cermak](#)
Subject: Server Maintenance
Date: Tuesday, September 17, 2024 11:06:47 AM

Dear Amy,

At All Net Connect, our priority is ensuring the safety and optimal performance of your IT infrastructure at Northern Hills Area CASA. We continually strive to implement the best practices that safeguard your business against evolving threats and ensure your systems are running smoothly.

This email is getting sent to you to help budget for maintaining your current infrastructure moving forward. If you choose to opt into the Qualys Remediations, we can either start this month or we can plan to start at the beginning of the year for budgeting purposes. This email is not only directed towards your servers but also all of the desktops/laptops that are in use at the facility.

Enhanced Monthly Security and Maintenance Plan

We are introducing a proactive step to enhance your security posture and system reliability through scheduled maintenance activities. These are divided into two key areas:

- 1. Qualys Vulnerability Remediations (2 hours/month)** - Our team will conduct thorough scans and remediations of any vulnerabilities identified by Qualys. This is a crucial measure to protect your network and data from potential threats. While we highly recommend all our clients to participate in these remediations to fortify their security defenses, we understand that every business has unique needs and constraints. You may opt out of this service if it does not align with your current priorities; however, please consider that maintaining a robust defense is vital in today's digital landscape. The first go round with remediations will take longer than any of the following months as there will be fewer vulnerabilities that need to be remediated.
- 2. Server Maintenance (1 hour/month)** - To ensure the continued efficiency and reliability of your servers, we will perform regular maintenance activities. This includes updates, patches, and any necessary adjustments to optimize performance and stability. This maintenance is essential for the smooth operation of your IT systems and cannot be opted out of.

Budget Considerations

We are mindful of the financial aspects of these enhancements, especially for our small business clients. These necessary actions are structured to be as cost-efficient as possible, ensuring you receive maximum value and protection. Investing in these services will

significantly contribute to the longevity and security of your business's technological assets.

Next Steps

Please reply to this email to confirm your participation in our enhanced security and maintenance plan. If you choose to opt out of the Qualys vulnerability remediations, please indicate this in your response. We are here to work with you to find the best solutions tailored to your needs.

Should you have any questions or need further clarification, do not hesitate to reach out. Our team is ready to assist you in making informed decisions that best serve the interests of your business. Thank you for your attention to this important matter and for your continued trust in Northern Hills Area CASA to support your IT needs.

Warm regards,

Bric Browning | Network Systems Administrator

All Net Connect

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For emergencies contact LeAnn at 605-269-4141