



Server Maintenance Packages

Gold \$199 Per Month	Platinum \$299 Per Month	Diamond \$499 Per Month
2-Hour Guaranteed Response Time via phone or remote access	2-Hour Guaranteed Response Time via phone or remote access	2-Hour Guaranteed Response Time via phone or remote access
24/7/356 Monitoring & Automated Reporting	24/7/356 Monitoring & Automated Reporting	24/7/356 Monitoring & Automated Reporting
Service Availability Monitoring	Service Availability Monitoring	Service Availability Monitoring
Event Log Monitoring Drive Space Monitoring	Event Log Monitoring Drive Space Monitoring	Event Log Monitoring Drive Space Monitoring
Log File Maintenance	Log File Maintenance	Log File Maintenance
Backup Monitoring	Backup Monitoring	Backup Monitoring
Printer Queue & Availability Monitoring	Printer Queue & Availability Monitoring	Printer Queue & Availability Monitoring
Server Patch Management	Server Patch Management	Server Patch Management
Unlimited Phone & Remote Support	Unlimited Phone & Remote Support	Unlimited Phone & Remote Support
User Account Administration	User Account Administration	User Account Administration
File Sharing Permission Administration	File Sharing Permission Administration	File Sharing Permission Administration
Anti-Virus & Anti-Spyware Management	Anti-Virus & Anti-Spyware Management	Anti-Virus & Anti-Spyware Management
	Unlimited On-Site Support for Covered Events	Unlimited On-Site Support for Covered Events
		Unlimited Phone & Remote Support for All Applications
		Updates/Upgrades/Add-Ons/Patches for All Microsoft Applications
		Managed Anti-Virus Software Included
		Moves and Hardware Upgrades 1x per year (not including parts)
		Operating System Upgrade Labor
		Hard drive Imaging Including
		Network Security Package with Unlimited Support

Additional Services billed at \$95 per hour - All plans are billed per server per month



Workstation Management Plans

Gold \$25 Per Month	Platinum \$39 Per Month	Diamond \$65 Per Month
4 Hour Guaranteed Response Time via phone or remote access	4 Hour Guaranteed Response Time via phone or remote access	4 Hour Guaranteed Response Time via phone or remote access
24/7/356 Monitoring & Automated Reporting	24/7/356 Monitoring & Automated Reporting	24/7/356 Monitoring & Automated Reporting
Microsoft® Application Support	Microsoft® Application Support	Microsoft® Application Support
Unlimited Phone Support for Microsoft® Applications	Unlimited Phone Support for Microsoft® Applications	Unlimited Phone Support for Microsoft® Applications
Unlimited Remote Support for Microsoft Applications	Unlimited Remote Support for Microsoft Applications	Unlimited Remote Support for Microsoft Applications
Software Installation & Integration	Software Installation & Integration	Software Installation & Integration
Online Asset Management	Online Asset Management	Online Asset Management
Online Software License Management	Online Software License Management	Online Software License Management
Advanced Desktop Optimization & Management	Advanced Desktop Optimization & Management	Advanced Desktop Optimization & Management
Anti-Virus & Anti-Spyware Management	Anti-Virus & Anti-Spyware Management	Anti-Virus & Anti-Spyware Management
Software Patch Management for Microsoft® Applications	Software Patch Management for Microsoft® Applications	Software Patch Management for Microsoft® Applications
24x7 Remote Emergency Support: \$25/computer/month	24x7 Remote Emergency Support: \$25/computer/month	24x7 Remote Emergency Support: \$25/computer/month
	Unlimited On-Site Support for Covered Events	Unlimited On-Site Support for Covered Events
	1 hour of On-Site Support Per Month	1 hour of On-Site Support Per Month
	On-Site Maintenance	On-Site Maintenance
	Phone & Tablet Email Configuration	Phone & Tablet Email Configuration
		2 Hours of On-Site Support Per Month
		Unlimited Phone Support for all Supported Applications
		Unlimited Remote Support for all Supported Applications
		Managed Anti-Virus and Anti-Spyware Software Included
		Moves, Hardware, Upgrades and PC Replacement (parts not included)
		Operating System Upgrade Labor
		Hard Drive Imaging Included

Additional Services billed at \$95 per hour - All plans are billed per workstation per month