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