



(216) 738-2835
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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