



Managed IT Service Plans

Our Managed IT Service Plans allow you to focus on actively running your business while we monitor and proactively respond to your technical issues.

- **Cost Savings:** Plans starting at \$15 dollars per Computer per Month!
- **Cost Predictability:** Flat monthly fee with unlimited service & support!
- **24x7x365 Coverage:** Monitoring improves network stability & performance!
- **Single Point of Contact:** Single point of contact for all your technical vendors!
- **Technical Expertise:** Affordable expertise at your finger tips!

Description	Economy	Standard	Elite
Network Infrastructure Monitoring	24x7x365	24x7x365	24x7x365
Precise Network Preventative Maintenance	Weekly	Weekly	Weekly
Comprehensive Reporting: Network Health, On-Site, Remote & Phone Support Activity, Preventative Maintenance Logs	Monthly	Monthly	Monthly
Network Readiness Review by Engineer	Monthly	Monthly	Monthly
Senior Engineer Visit	Quarterly	Quarterly	Quarterly
Online Access to Network Monitoring & Reporting	Unlimited	Unlimited	Unlimited
Critical Response Time	2-4 Hours	1-2 Hours	< 1 Hours
Non-Critical Response Time	4-6 Hours	2-4 Hours	1-2 Hours
Onsite, Remote, and Phone Support	Limited	Unlimited	Unlimited
Standard Management	<i>Not Included</i>	Unlimited	Unlimited
User Additions, Modifications, & Removals	<i>Not Included</i>	Unlimited	Unlimited
Exchange Server Management	<i>Not Included</i>	Unlimited	Unlimited
SQL Server Management	<i>Not Included</i>	Unlimited	Unlimited
Firewall & Wireless Device Management	<i>Not Included</i>	Unlimited	Unlimited
Networked Printer Management	<i>Not Included</i>	Unlimited	Unlimited
Virus & Spyware Removal	<i>Not Included</i>	Unlimited	Unlimited
Vendor Management	<i>Not Included</i>	Included	Included
Elite Management	<i>Not Included</i>	<i>Not Included</i>	Included
Supported Software Upgrades (PC's & Laptops Only)	<i>Not Included</i>	<i>Not Included</i>	Unlimited
Build & Deliver New PC & Laptops: Office & Adobe Included	<i>Not Included</i>	<i>Not Included</i>	Unlimited
Installation: Printers, Scanners, RAM, CD, DVD, USB Devices	<i>Not Included</i>	<i>Not Included</i>	Unlimited
Smart Phone Set-up & Support	<i>Not Included</i>	<i>Not Included</i>	Unlimited
Manage Warranty Repairs, Returns, & Replacements	<i>Not Included</i>	<i>Not Included</i>	Unlimited