



Responsive Service and Reliable Technical Solutions For Your Small Business.

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Services	Essential	Professional	Elite
Proactive Remote Monitoring	10/5/252	10/5/252	24/7/365
Onsite/Remote Support hours, each month	1 Hour	2 Hours	3 Hours
Windows & Software Patch Management	✓	✓	✓
Software License Compliance	✓	✓	✓
Anti-Virus, Anti-Spyware/Malware Management and monitoring	✓	✓	✓
PC File Cleanup and Performance Tune-Up, including Disk clean and Defrag	✓	✓	✓
User Home Folder & Desktop redirection and backup	✓	✓	✓
Unlimited Telephone Support	✓	✓	✓
Live Event Viewer Monitoring	✓	✓	✓
Windows Printer Verification and Local backup verification	✓	✓	✓
Scheduled Task/Scripts	✓	✓	✓
Remote Desktop Control	✓	✓	✓
Average Response Time	90 Minutes	60 Minutes	30 Minutes
Reports	Quarterly	Monthly	Weekly
Status E-Mail	Monthly	Weekly	Daily
Loaner PC		✓	✓
Loaner Server			✓

Personable, Professional, Certified IT Technicians	✓	✓	✓
Same Day On-Site Service	Yes-If called before noon with 5 hour Emergency Response	Yes-If called before 2PM with 4 hour Emergency Response	Yes-If called before 3PM with 3 hour Emergency Response
Priority Scheduling	✓	✓	✓
Live Person Phone Triage/Help Desk	✓	✓	✓
Immediate Tech Response	✓	✓	✓
Ticketing System with Issue Tracking	✓	✓	✓
On-Site Audit/Tune Up	Semi-Annual	Quarterly	Monthly
Review and Planning Meeting	Annual	Semi Annual	Quarterly