



Responsive Service and Reliable Technical Solutions For Your Small Business.

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WNC Managed Service Provider - Elite Contract	
Contract Benefits/Coverage	<ul style="list-style-type: none"> • Proactive Remote Monitoring 24x7 • 3 Hours On-Site/Remote Support included, each month • Windows and 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 and Desktop Redirection and Backup • Unlimited Telephone Support • Live Event Viewer Monitoring • Windows Printer Verification and Local Backup Verification • Scheduled Tasks/Scripts Management • Remote Desktop Control • Average 30 minute resolution for most issues • Weekly Reports and Daily Status Email • Loaner PC and Server • Personable, Professional, Certified IT Technicians
SLA 24/7/365 Monitoring	<ul style="list-style-type: none"> • Same Day On Site Service (if called before 3pm) with 3 Hour Emergency Response • Priority Scheduling • Live Person Phone Triage/Help Desk • Immediate Tech Response • 24/7/365 Coverage • Ticketing System with Issue Tracking • Monthly Onsite Audit and Network Tune-Up • Quarterly Review and Planning Meeting

<p>Contract Cost (monthly)</p>	<p>Calculated based on number of devices covered including Servers (depending upon number and type of services running), Workstations, “Additional Function” PC, Firewall, Router, Wireless Access Point, and Network Attached Storage.</p>
<p>Above and Beyond</p>	<ul style="list-style-type: none"> • Any services not listed above are considered “Above and Beyond” (A&B) and are billed at our Discounted Hourly Retainer Rate. This includes On Site and Remote Support. (Note, this rate is only available to Contracted Clients). • We also offer a <i>deeply discounted</i> hourly rate for our ‘Additional Techs Onsite’ if a job can be more efficiently handled with more boots on the ground. • High Tier A&B Services (Core Routing, Firewall, VMware, etc) are billed at a different rate. • After Hours/Weekend On Site and Remote Support available as well. <p>Examples of A&B services include, but are not limited to, new device purchase, setup, delivery and install; virus/spyware removal; working with or managing third party vendors on implementation or troubleshooting; user management, password resets, training, etc.</p> <ul style="list-style-type: none"> • All On Site Visits are subject to a Travel Charge. (Extended Travel Charge for more than 25 miles) <p>Other Available Service/Support Options from WNC:</p> <ul style="list-style-type: none"> • 24/7/365 Available Help Desk, Secondary Help Desk, NOC & SOC • WNC Online Backup Service (trusted, secure, local, and co-lo) • Disaster Recovery Plan Integration and Testing • Compliance Training and Audits (HIPAA/HITECH, PCI DSS, etc) • Microsoft Windows and Office Product Training (Begin, Intermed, Advanced) • VMware/HyperV, Private Cloud, and In-Cloud Service and SaaS Consultation • Mobile Device Platform Integration • Large and small Digital Imaging Device Integration • Practice and Business Consultation Services • EMR, EHR, ‘Going Paperless’