



Responsive Service and Reliable Technical Solutions For Your Small Business.

2900 Delk Rd, Ste 700 PMB 252, Marietta, GA 30067 Tel: 770.578.5159 Fax: 770.578.4662

WNC Managed Service Provider - Essential Contract	
Contract Benefits/ Coverage	<ul style="list-style-type: none"> • Proactive Remote Monitoring 10x5 • 1 Hour 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 90 minute resolution for most issues • Quarterly Reports and Monthly Status Email • Personable, Professional, Certified IT Technicians
SLA 10/5/252 Monitoring	<ul style="list-style-type: none"> • Same Day On Site Service (if called before noon) with 5 Hour Emergency Response • Priority Scheduling • Live Person Phone Triage/Help Desk • Immediate Tech Response • Ticketing System with Issue Tracking • Semi-Annual Onsite Audit and Network Tune-Up • Annual Review and Planning Meeting
Contract Cost (monthly)	<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>

Above and Beyond

- 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 *deeply discounted* 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.

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.

- All On Site Visits are subject to a Travel Charge. (Extended Travel Charge for more than 25 miles)

Other Available Service/Support Options from WNC:

- 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’