



WARRINGTON

NETWORK CONSULTANTS

	WNC Managed Service Provider - Professional Contract 2018
Contract Benefits/ Coverage	<ul style="list-style-type: none">• Proactive Remote Monitoring 10x5• 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 60-minute live person response time• Monthly Reports and Weekly Status Email• Loaner PC• Personable, Professional, Certified IT Technicians• 15-minute billable increments
SLA 10/5/252 Monitoring	<ul style="list-style-type: none">• Same Day On Site Service (if called before 2pm) with 4 Hour Emergency Response• Priority Scheduling• Live Person Phone Triage/Help Desk• 10/5/252 Coverage• Ticketing System with Issue Tracking • Semi-Annual Onsite Audit and Network Tune-Up• Semi-Annual Review and Planning Meeting



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Contract Cost (monthly)	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.
Above and Beyond	<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’