



WARRINGTON

NETWORK CONSULTANTS

gotWNC.com

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Services	Essential	Professional
Proactive Remote Monitoring	10/5/252	10/5/252
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 Tasks/Scripts	✓	✓
Remote Desktop Control	✓	✓
Average Response Time by a live person	90 Minutes	60 Minutes
Reports	Quarterly	Monthly
Status E-Mail	Monthly	Weekly
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
Priority Scheduling	✓	✓
Live Person Phone Triage/Help Desk	✓	✓
Ticketing System with Issue Tracking	✓	✓
On-Site Audit/Tune Up	Annual	Semi Annual
Review and Planning Meeting	Annual	Semi Annual