



# WARRINGTON

NETWORK CONSULTANTS

www.wncllc.com Tel: 770.578.5159

	<b>WNC Managed Service Provider – Foundations Contract</b>
<b>Contract Benefits/ Coverage</b>	<ul style="list-style-type: none"><li>• Proactive Remote Monitoring 10x5</li><li>• 1 Hour On-Site/Remote Support included, each month</li><li>• Windows and Software Patch Management</li><li>• Software License Compliance</li><li>• Anti-Virus, Anti-Spyware/Malware Management and Monitoring</li><li>• PC File Cleanup and Performance Tune-up, including disk clean and defrag</li><li>• User Home Folder and Desktop Redirection and Backup</li><li>• Unlimited Telephone Support</li><li>• Live Event Viewer Monitoring</li><li>• Printer Verification and Local Backup Verification</li><li>• Scheduled Tasks/Scripts Management</li><li>• Remote Desktop Control</li><li>• Average 60 minute resolution for most issues</li><li>• Monthly Reports and Weekly Status Email</li><li>• Loaner PC</li><li>• Personable, Professional, Certified IT Technicians</li></ul>
<b>SLA</b> <b>10/5/252</b> <b>Monitoring</b>	<ul style="list-style-type: none"><li>• Same Day On Site Service (if called before 2pm) with 4 Hour Emergency Response</li><li>• Priority Scheduling</li><li>• Live Person Phone Triage/Help Desk</li><li>• Immediate Tech Response</li><li>• 10/5/252 Coverage</li><li>• Ticketing System with Issue Tracking</li> <li>• Annual Onsite Audit and Network Tune-Up</li><li>• Annual Review and Planning Meeting</li></ul>

<p><b>Contract Cost (monthly)</b></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><b>Above and Beyond</b></p>	<ul style="list-style-type: none"> <li>• Any services not listed above are considered “Above and Beyond” (A&amp;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).</li> <li>• 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.</li> <li>• High Tier A&amp;B Services (Core Routing, Firewall, VMware, etc) are billed at a different rate.</li> <li>• After Hours/Weekend On Site and Remote Support available as well.</li> </ul> <p>Examples of A&amp;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"> <li>• All On Site Visits are subject to a Travel Charge. (Extended Travel Charge for more than 25 miles)</li> </ul> <p>Other Available Service/Support Options from WNC:</p> <ul style="list-style-type: none"> <li>• 24/7/365 Available Help Desk, Secondary Help Desk, NOC &amp; SOC</li> <li>• WNC Online Backup Service (trusted, secure, local, and co-lo)</li> <li>• Disaster Recovery Plan Integration and Testing</li> <li>• Compliance Training and Audits (HIPAA/HITECH, PCI DSS, etc)</li> <li>• Microsoft Windows and Office Product Training (Begin, Intermed, Advanced)</li> <li>• VMware/HyperV, Private Cloud, and In-Cloud Service and SaaS Consultation</li> <li>• Mobile Device Platform Integration</li> <li>• Large and small Digital Imaging Device Integration</li> <li>• Practice and Business Consultation Services</li> <li>• EMR, EHR, ‘Going Paperless’</li> </ul>