

Monthly Service Plans

Description	<u>PLATINUM</u>	<u>GOLD</u>	<u>BRONZE</u>	<u>BASIC</u>
Monthly fee (includes all below)	\$910	\$560	\$300	N/A
Monthly included on-site hours	14 (\$65.00p/h)	8 (\$70.00p/h)	4 (\$75.00p/h)	\$85.00p/h (as needed)
Emergency 4-hour on-site response	4	2 per month	1 per month	None
Additional service hourly rate (over monthly included)	\$65/hr	\$75/hr	\$85/hr	\$85/hr
Toll free Help Desk remote support	\$55/hr	\$65/hr	\$75/hr	contact us
7x24 remote network monitoring	Included	\$100/month (optional)	\$200/month (optional)	None
Travel charges	None	None	None	Yes
Preventive server software updates, fixes, service packs, emergency technical bulletins	Yes	Yes	Yes	No
Desktop updates including service packs, emergency technical bulletins	Yes	Yes	No	No
Number of PC's/ Servers <i>(large scale support services available upon request)</i>	20+ /3	10-20 /2	5-10 /1	1-5 /1

Supported Technology Areas

- Windows 2000/XP
- Windows Server 2003
- Exchange Server 2003
- SQL Server
- PC application support
- Server management
- Electronic mail
- Network backup
- Security and anti-virus
- Network infrastructure (routers, switches, hubs, cabling, etc.)
- System administration
- Hardware support
- Software distribution
- Asset management
- Remote access
- Critical application support (database, accounting systems, membership systems, etc.)
- Web site support
- Internet access support
- New user support
- Software licensing and assurance
- Training

Supported Vendors (partial list)

