

IT Service & Maintenance Plans

Single	Double	Multi	Small Business
<ul style="list-style-type: none"> Preventive maintenance conducted quarterly Reduced labor costs 1 year subscription for AVG Anti-Virus 	<ul style="list-style-type: none"> All benefits of the Single Plan 3 Repair jobs Complete recovery image backup software Further reduction in labor costs 	<ul style="list-style-type: none"> All benefits of Double Plan Multiple computer stations (up to 5) 5 repair jobs Labor rate lowest in plans 	<ul style="list-style-type: none"> All benefits of the multiple plan Support for in-shop and on-site Unlimited in shop labor and reduced on-site labor Perfect for small businesses with 10 or less computers

MAINTENANCE TYPE	Single 1 System	Double 2 Systems	Multiple 3-5 Systems	Small Business 6-10 Systems
PREVENTION – 2 times / year	In Shop	In Shop	In Shop	On Site
Dust Removal & Cooling System Check	*	*	*	*
All Microsoft Updates	*	*	*	*
System Startup Boost	*	*	*	*
Registry Clean	*	*	*	*
Virus / Spyware Check	*	*	*	*
Repairs	n/a	3	5	All Covered
DATA BACKUP				
Recovery Image	n/a	*	*	*
PROTECTION SOFTWARE – AVG Antivirus				
Virus / Spyware Security	1 Year Suite	1 Year Suite	1 Year Suite	1 Year Suite
HOME SYSTEMS & NETWORKING				
Multiple Computer	n/a	n/a	Up to 5	Up to 6
Wire Management, Organization, & Safety	n/a	n/a	n/a	*
Network Setup	n/a	n/a	n/a	*
Secure Wireless Network	n/a	n/a	n/a	*
SERVICE RATES				
Diagnostic Fee	FREE	FREE	FREE	FREE
Pick Up / Delivery Fee	\$ 25 / job	\$ 25 / job	\$30 / job	FREE
TRAINING (Data & File Management, Computer Operations, Email & Internet Functions)	1.5 hrs./yr.	1.5 hrs/yr.		1 hr./mo.
PACKAGE RATE (Includes Site Survey Analysis)	\$ 125 / yr.	\$230 / yr.	\$75 / mo.	\$190 / mo.

SITE SURVEY ANALYSIS – Determine the IT strengths and weaknesses in your (system(s) and networking	
Infrastructure	Physical wiring for bandwidth demands; cabling; hubs; wireless access points; switches; routers
Servers	Server hardware, software and essential peripherals such as network backup and power protection
Business Applications	Layering selected business applications (i.e., network file / print; email; web applications; remote access; network backup; network anti-virus; accounting applications; security services; point of sale
Computer Workstations	Determine existing workstation capacity, upgrade or replacement needs; provide “common desktop” for users by integrating applications such as Microsoft Office, client applications (email, anti-virus) and user login profiles.
On-Going Support Needs	Assess the productivity needs of users and design a training plan to ensure proficient, frustration-free utilization of hardware, software, and network.