

Introductory      Regular      Staff

## Support\*

|   |   |   |   |
|---|---|---|---|
| Standard Support (9-5 MF, 2 hour response, 2 day completion)                          | ✓ | ✓ | ✓ |
| Emergency Support (24/7, 2 hour response, 8 hour completion) -- billed at double time | ✓ | ✓ | ✓ |
| Remote Support  | ✓ | ✓ | ✓ |
| Priority Scheduling   | ✗ | ✗ | ✓ |

## Services

Choose 2      Choose 4      Choose 6

|                                   |   |   |   |
|-----------------------------------|---|---|---|
| Virus, Spyware, Adware Protection | ✓ | ✓ | ✓ |
| Annual Computer Tune-up           | ✓ | ✓ | ✓ |
| Annual Software Updates           | ✓ | ✓ | ✓ |
| Full Email Support                | ✗ | ✓ | ✓ |
| Remote Mobile Phone Support       | ✗ | ✓ | ✓ |
| Remote Backup                     | ✗ | ✓ | ✓ |
| Workflow Automation Assessment    | ✗ | ✗ | ✓ |
| Annual Server Health Report       | ✗ | ✗ | ✓ |

## Options

|                                 |      |       |       |
|---------------------------------|------|-------|-------|
| Hours of Support Time per year* | 6    | 18    | 30    |
| Additional Hours                | \$85 | \$85  | \$85  |
| Monthly Fee                     | \$80 | \$240 | \$400 |

\* On site support billed in hourly intervals, online support in 15-minute intervals

\*\*Services are provided for one client machine