

# Managed Services

## PC Management

Prices Monthly per  
Computer\*

Basic  
\$35

Professional  
\$45

Premium  
\$55

<u>Support Services</u>			
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Microsoft Application Support	✓	✓	✓
Emergency After Hours Support (6PM-8AM M-F, Sat/Sun)	-	✓	✓
Unlimited On-Site Support	-	-	✓
<u>Maintenance</u>			
Online Asset Management	✓	✓	✓
Online Case Management	✓	✓	✓
Online License Management	✓	✓	✓
Automated Desktop Optimization & Management	✓	✓	✓

\*Monitoring only is available for \$10 monthly per desktop.



# Managed Services

## Server Management

Prices Monthly per  
Server\*

Basic  
from \$299

Professional  
from \$399

Premium  
from \$499

<u>Support Services</u>			
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Service Availability Monitoring	✓	✓	✓
Emergency After Hours Support (6PM-8AM M-F, Sat/Sun)	-	✓	✓
Unlimited On-Site Support	-	-	✓
<u>Administration &amp; Maintenance</u>			
Microsoft Patch Management	✓	✓	✓
Event Log Monitoring	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
User Account Administration	✓	✓	✓
File Permission Administration	✓	✓	✓
On-Site Quarterly Maintenance	-	-	✓

\*Monitoring only is available for \$10 monthly per server.

