



Information Worker Solutions
Networking Infrastructure Solutions

Service Agreements

	Silver	Gold	Platinum
Daily Monitoring Services			
Priority Response Time	✓	✓	✓
Server Error & Event Log Monitoring	✓	✓	✓
Server Backup Monitoring & Administration	✓	✓	✓
General Network Documentation	✓	✓	✓
Discounted Toner & Ink Pricing	✓	✓	✓
Microsoft Certified Technician assigned to your account	✓	✓	✓
10% Labor Discount For Residential Service For Employees		✓	✓
After Hours Emergency Phone Number		✓	✓
On-Site Monthly or Quarterly Maintenance		Quarterly	Monthly
Server Maintenance (Review Server Logs, Disk Cleanup etc)		✓	✓
Workstation Maintenance		✓	✓
Perform a Test Backup & Restore		✓	✓
Verify Antivirus / Spyware software is updating properly		✓	✓
Load Server Service Packs limited 5-hrs per install 1 Per Yr.		✓	✓
On-Site Yearly Maintenance			
Network Needs Analysis		✓	✓
Complete Network Security Analysis		✓	✓
Test Server Battery Back UPS		✓	✓
Internal System Cleaning - Fans, Vents, & Heat sinks			✓
Additional Benefits			
Discounted Non Contract Labor Rates		✓	✓
Antivirus & Spyware Software	10% Discount	✓	✓
Yearly AV / Spyware Renewals	10% Discount	✓	✓
Spam Filtering	10% Discount	✓	✓
Help Desk Support	Help Desk - (Max 10 Min. Per Day)	Help Desk - (Max 15 Min. Per Day)	✓
Remote Support Service	\$2.50 Per Minute - Min 15 minutes	\$2.00 Per Minute - Min 15 minutes	✓
Remote Backup Services	Fee	Fee	* Yes
Service Agreement Pricing			
On-Site Discovery Fee **		25% Discount	✓
One-Time Setup Fee ***		25% Discount	✓
Monthly Subscription	Flat Rate	Per Machine	Per Machine

* Remote Backup storage limited to 20Gb - additional space available for additional fee.

** On-site Discovery fee \$199 for 15 systems or less - \$499 for 16 - 49 systems.

*** One-time setup fee of \$199