



12 years of service
since 1996

Managed Services Features:

Description	Price
Monthly Price per Server	200.00
Monthly Price per PC	50.00
Monthly Onsite Visit	Included
Additional Visits for Repairs	Unlimited
Network Infrastructure Monitoring	Included
Our reliable 24-7 remote monitoring system	Included
Immediate Notification of critical events	Included
Daily Backup monitoring	Included
Unlimited Remote Patch Management	Included
Monthly Price Non-Windows Device	TBD
Remote Server Support	Included
Remote Desktop Support	Included
Onsite Server and Desktop Support	Included
Network Preventative Maintenance	Included
Onsite, Telephone and Remote Support Help Desk	Included
User Addition, Removals and Modifications	Included
Supported Software Upgrades (all covered Devices)	Included
Virus and Spyware Removal	Included
Manage Warranty Repairs Return and Replacement	Included
Quote, Receive, Build, Update, Deliver, and Install new Workstations	Included
Online Client Portal for Service Request and Help Desk	Included
Network Printer Management	Included
Upgraded Installs for Memory, CD/DVD, USB Devices	Included
Firewall and Wireless Management	Included
Total Server Management (Exchange/Domain Controller)	Included
Quarterly Onsite Visit with Full Reporting by your Dedicated Virtual Chief Information Officer	Included
Smart Phone Setup and Support	Windows Devices Only
Emergency Response Time	4 Hour Network Server
Non-Critical Response Time	1 Business Day
Guaranteed 1-Hour Initial Response to Technical Problems	Included
Cosmetic Response Time	Handled Remotely



Mobility Solutions
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