



## Service Plan Options

We realize no two clients have exactly the same needs. That is why we offer a variety of customizable service plans to engage our services.

### Hourly

- ◆ Pay as you go
- ◆ No contracts required
- ◆ Ideal for occasional break/fix work
- ◆ May also be appropriate for project work, such as a server installation or upgrade

### Client Care

- ◆ Provides block of discounted technician hours to be used over 12 months
- ◆ Annual contract
- ◆ Paid in 12 monthly installments
- ◆ Can provide for predictable monthly IT expenses, if sized correctly
- ◆ Hours roll over if not used
- ◆ 7 x 24 service available
- ◆ Guaranteed response times
- ◆ Designed primarily for on-site support
- ◆ Hours can be used for anything
- ◆ Our most flexible plan

### Managed Care Standard

- ◆ Provides a fixed set of remote monitoring, preventative maintenance and help desk services
- ◆ Flat monthly pricing, based on number of sites, servers and PCs in network
- ◆ 90-day contract, then month-to-month
- ◆ 7 x 24 service available
- ◆ Guaranteed response times
- ◆ Discounted hourly rates for emergency on-site and project work available

### Managed Care Premium

- ◆ All the features of Managed Care Standard plus:
- ◆ Scheduled on-site support visits
- ◆ On-site emergency support
- ◆ All for a flat monthly rate
- ◆ Discounted hourly rates available for project work (such as, new server installs and upgrades, new network devices, major software upgrades)

**Contact Us Today for a Free Consultation!**