



Desktop Care and Server Care Services

Service Plan	Desktop Care	Server Care
Monitoring, Support and Program Services (monthly)	\$25/PC	\$200/Server
24x7x365 Remote Monitoring on Desktops and Server--CPU, Disk Space, Conectivity, Memory, Error Conditions, Temp File Cleanup, Defrags	✓	✓
Early Warning, Preventive Maintenance, Automated Repairs/Optimization	✓	✓
Patch Monitoring/Windows Updates with Patch White Listing/Service Packs	✓	✓
Anti-Virus & Anti Spyware Licenses - daily definition file updates	✓	✓
Anti-Virus/Spyware Management/Monitoring and Removal	✓	✓
Asset Management and User Information Updates	✓	✓
Backup Monitoring, Verification & Administration		✓
Windows Server Management: Exchange, SQL, ISA, Term. Services, IIS		✓
Remote Desktop and Server Access using LogMeIn Remote		✓
Firewall Availability Monitoring		✓
Firewall Management and Yearly Security Vulnerability Scan & Report		✓
Network Support		
Priority Remote Support	\$1.00 min	\$1.00 min
Onsite Support (travel expenses not to exceed \$300/day)	\$75/hour	\$75/hour
Emergency Response Fee (evenings, weekends)	\$150/hour	\$150/hour
Additional Services/Service Level Agreements		
Network Health Assessment/Onsite Audit/Maintenance	Yearly	Yearly
Technology Planning/Virtual CIO Services	Quarterly	Quarterly
Executive Summary Report	Monthly	Monthly

