



# Managed Care for Families

Perfect for home users!

Or, any business willing to drop-off problem computers.



**Keep your computers fun to use with our proactive approach.** When a problem occurs, we can remote into your computer and help. Includes quarterly cleanups and free in-shop virus removal. Also includes patch management, managed AV, remote backup, and our lowest home rates.

### Key Benefits:

- OS+3rd-Party Patch Management
- Managed AV
- Backup Agent: 2GB remote cloud backup included, then \$.50/GB.
- Support Agent: Remote control, monitoring, and maintenance.
- In-shop drop-off virus removal (no limit).
- Quarterly Remote Cleanup (includes checkup+speedup). No need to call us, our scheduler schedules this quarterly. If a virus is found, drop off your computer for a free virus removal.
- Priority scheduling!
- Low per hour rate = \$99/hour (reg. \$110). Plus, 20% off flat-rate pricing!
- *Unlimited remote support available!*

**About Unlimited Remote:** Includes both unlimited remote support to keep your computer going until hardware failure, plus unlimited Phone Help Desk. Based on best-effort tech help for ANYTHING! Business hours only (generally Mon..Fri, 8..5, closed holidays). Client must stay on phone with tech during call.

### Remote Support Agent

With managed care, we install a very sophisticated monitoring software that will notify us when a problem occurs and in many cases, before a problem occurs. Our proactive cloud-based support agent allows us to provide you with quicker response times -- does not interfere with performance. By using the support agent our technicians can remotely troubleshoot your computer problems. No more waiting around for the computer guy to show up! Monitors event logs for problems. Centralized log of events.

- **Remote Control** - Remoting into your computer means we can help you anytime. When asked, we can work on your computer remotely. We can also review your registry, file system, and event logs without interfering with your work.
- **24/7/365 Monitoring** - Catastrophic events rarely come without warning. With monitoring these signals will not go unnoticed. For many types of errors, we are alerted with an email.
- **Weekly maintenance** - Check disk, defrag, DNS flush, temp file cleanup, etc.
- **Centralized License and Asset Inventory** - Used to manage security and ongoing recommendations of software and hardware upgrades.

**Patch Management**

---

**Managed AV**

---

**Remote Control**

---

**Monitoring \* Weekly Maint.**

---

**Backup Agent**

---

**Quarterly Cleanup**

---

**Unlimited Virus Removal**



### Pricing (Per month, per computer)

Managed Care for Families:	<b>\$25</b>
With Unlimited Remote Support:	<b>\$59</b>