



Managed Care for Business

Industry best practice for getting the most out of technology and keeping your computers running and current.



Proactive managed care is the industry best practice for computer management. We install sophisticated monitoring software that talks to our cloud server which notifies us when a problem occurs and in many cases, we can solve the problem BEFORE it impacts business productivity. Our managed care clients get our highest priority, included time monthly, and our lowest rates for ongoing service including support, help-desk, and project work.

Best-Of-Breed Support Interaction:

- **Ticket System**, view status, notes, and work performed anytime.
- **Support Email**, Ticket created, assigned, and primary contact contacted within 2 hours Mon..Fri, 8AM to 5PM.
- **Support Phone #**, Speak with our scheduler to report a problem or request help anytime Mon..Fri, 8AM to 5PM.
- **Phone Help Desk**, Immediate help Mon..Fri, 8AM to 5PM.
- **24/7 On Call Tech Support**, Available after hours, weekends, and holidays. SLA with 4 hour response standard available.
- **Realtime Notifications**, Many of our systems will auto-send an email notification to the primary contact email.

Network Monitoring

Included with all our managed care plans with 1+ servers. Installs agent on most workstations and servers. Allows for 3rd party software installations. Monitors connectivity, network usage, and devices that do not have an agent including routers, switches, printers, out of plan computers, etc.

Pro versus Essential

Pro-Level Support:

- **Advanced Remote Control**
- **Advanced Network Monitoring** adds:
 - Printer (low ink, low paper, etc.)
 - Connectivity (server up/down)
 - SMTP Up/Down (verifies you can send email)
- **Advanced Server Monitoring:** Connectivity (server up/down), Domain Controller, Exchange, MS SQL, etc.
- **Real time optimization:** optimizes your computer in realtime.
- **Weekly Maintenance:** Check Disk, Defrag, Temp Files, Firmware Updates.
- **Remote Support Manager:** Allows us to perform advanced operations.
- **Automation Scripts:** Fix many problems with prewritten scripts.
- **Self Healing:** autofixes many problems.
- **Warranty Watch:** part of an overall DR plan.

Essential-Level Support:

- Basic Remote Control
- Basic Network Monitoring
- Basic Computer Monitoring
 - Audit Patches (missing patches=vulnerable [Win only])
 - Disk (low HD=no patches)
 - CPU Utilization Rate (spiked CPU=hacked computer)
 - Memory (spiked memory=virus)

Not Included (included with Pro Agent):

- **No Realtime Optimization**
- **No Weekly Maintenance**
- **No Remote Support Manager**
- **No Automation Scripts**
- **No Self Healing**
- **No Warranty Watch**

Best-of-breed proactive monitoring, management, and support.

Gold Pro-Level Support + Unlimited Remote	Silver Pro-Level Support	Bronze Essential-Level Support
<p>Same as Silver plus unlimited remote support (keep you going + GPO Cookbook + key application maintenance for server), blacklist monitoring, 20GB Managed Cloud Backup, Backup Watch/Audit, Tech Roadmap, Tech Binder, 24/7 On-Call Tech, and lowest project rate.</p>	<p>Same as Bronze plus pro-level support (adv monitoring, Warranty Watch, Remote Support Manager, Automation Scripts, AND AUTO MAINTENANCE/Self Healing), priority scheduling, and more.</p>	<p>Network monitoring, basic remote control and monitoring (computers, routers, etc.), Patch Management (OS+3rd-Party), Managed AV, monthly server checkup, monthly reports, included time, and lower rate.</p>
<p>10 Workstations + Server Starting at \$1,028 / mo. 30 wrkstns + 3 srvrs=\$2,900/mo.</p>	<p>10 Workstations + Server Starting at \$562 / mo. 30 wrkstns + 3 srvrs=\$1,272/mo.</p>	<p>10 Workstations + Server Starting at \$365 / mo. 30 wrkstns + 3 srvrs=\$618/mo.</p>



Compare Managed Care Plans



	Gold	Silver	Bronze
Flex-Time (Included monthly time.)	✓	✓	✓
Network Monitoring	✓	✓	✓
Inventory, License, Asset Management	✓	✓	✗
Priority Scheduling	✓	✓	✗
Unlimited Remote Server Support	✓	✗	✗
Unlimited Remote Workstation Support	✓	✗	✗
Tech Roadmap			
Productivity Audit			
Security Audit	✓	✗	✗
Reliability Audit			
Disaster Recovery Planning			
Initial Tech Binder	✓	✗	✗
Managed Cloud Backup	✓	✗	✗
Backup Watch and Audit	✓	✗	✗
24/7 On-Call Tech Support	✓	✗	✗
Single Service Rate	\$92/hour	\$99/hour	\$110/hour
Server-Only Features			
Monthly Remote Server Checkup	✓	✓	✓
Advanced Monitoring (Availability, AD, Exchange, SMTP, SQL)	✓	✓	✗
Key Application Maintenance (AD Maintenance, Exchange Maintenance)	✓	✗	✗
GPO Cookbook	✓	✗	✗
Server Backup Watch+Audit	✓	✗	✗
Computers (Servers, Workstations, Notebooks, Win Tablets, etc.)			
Unlimited Remote Support (Keep you going until hardware failure.)	✓	✗	✗
Professional Support:			
Best-Of-Breed Remote Control	✓	✓	✗
Advanced Maintenance & Monitoring	✓	✓	✗
Remote Support Manager	✓	✓	✗
Self Healing	✓	✓	✗
Automation Scripts	✓	✓	✗
Warranty Watch	✓	✓	✗
Essential Support:			
Basic Remote Control, & Monitoring	N/A	N/A	✓
Security (powerful combo of Essential Monitoring, Patch Management, and Managed AV):			
Essential Monitoring (CPU, Memory, Disk, Missing Patches)	✓	✓	✓
Patch Management (OS + 3rd-Party)	✓	✓	✓
Managed AV (Centralized, Monitored)	✓	✓	✓
Security Audit	✓	✗	✗
Network Devices (Routers, switches, printers, scanners, etc.)			
You can mix professional and essential support as desired.			
Level of Support	Pro	Pro	Ess-Only