



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 (Gold/Silver):

- **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 (Bronze):

- Remote Control
- Network Monitoring
- Computer Health 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 / Gold+

Pro-Level Support, Fixed Budget

Same as Silver plus Gold adds unlimited remote support. Gold+ adds unlimited onsite support. Support includes keeping you going + GPO Cookbook + key application maintenance for server), blacklist monitoring, 20GB Managed Cloud Backup, Backup Watch, Tech Roadmap, Tech Binder, 24/7 On-Call Tech, and lowest project rate.

10 Workstations + Server

Starting at \$1,172 / mo.

30 wrkstns + 3 svrsvs=\$2,945/mo.

Silver

Pro-Level Support

Same as Bronze plus pro-level support (adv monitoring, Remote Support Manager, Automation Scripts, AND AUTO MAINTENANCE/Self Healing), and more.

10 Workstations + Server

Starting at \$595 / mo.

30 wrkstns + 3 svrsvs=\$1,285/mo.

Bronze

Essential-Level Support

Network monitoring, remote control and health monitoring (computers, routers, etc.), Patch Management (OS+3rd-Party), Managed AV, monthly server checkup, monthly reports, included time, and lower rate.

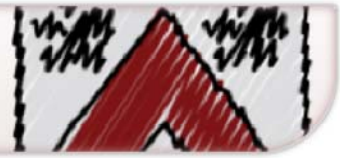
10 Workstations + Server

Starting at \$345 / mo.

30 wrkstns + 3 svrsvs=\$685/mo.



Compare Managed Care Plans



- Remote Support (Fixed budget)
- Drop-Off Support (Fixed budget)
- Drop-Off Virus Removal (Requires our AV set to High 2)
- Onsite Support (Fixed budget for Gold+)
- Project Work
- Flex-Time (Included monthly time.)
- Managed File-Based Cloud Backup
- Backup Watch and Audit
- 24/7 On-Call Tech Support
- Single Service Rate

Gold / Gold+	Silver	Bronze
Unlimited	Hourly	Hourly
Unlimited	Hourly	Hourly
Unlimited	Hourly	Hourly
Gold=Hourly, Gold+=Unl.	Hourly	Hourly
Hourly	Hourly	Hourly
✗	✓	✓
✓	✗	✗
✓	✗	✗
✓	✗	✗
\$92/hour	\$99/hour	\$110/hour

Computers (Servers, Workstations, Notebooks, Win Tablets, etc.)

Computer Security

- 24/7/365 Health Monitoring (CPU, Memory, Disk, Missing Patches)
- Patch Management (OS + 3rd-Party)
- Managed AV (Centralized, Monitored)

✓	✓	✓
✓	✓	✓
✓	✓	✓

Essential Support:

- Remote Control
- Asset & MS License Management
- File Transfers

✓	✓	✓
✓	✓	✓
✓	✓	✗

Professional Support:

- Support Tray App
- Advanced Maintenance & Monitoring
- Remote Support Manager
- Self Healing
- Automation Scripts
- Warranty Watch

✓	✓	✗
✓	✓	✗
✓	✓	✗
✓	✓	✗
✓	✓	✗

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
- Unlimited Remote Server Support

✓	✓	✓
✓	✓	✗
✓	✗	✗
✓	✗	✗
✓	✗	✗
✓	✗	✗

Network (Network, Routers, switches, printers, scanners, etc.)

- Network Monitoring (Health, New Devices, Connectivity, etc.)
- Network Asset Management (Inventory, License, New Devices, etc.)
- Remote Control + Network Device Health Monitoring
- Advanced Monitoring

✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✗