



“Total Care” Program Service Plan Comparison Chart

Description	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>
Hourly On Site Rate	\$85 – 1hour min	\$85 – 1hour min	ALL Service Calls Free Projects = \$85/hr
After Hours On Site Rate	\$150 – 1 hour min	\$85 – 1hour min	ALL Service Calls Free Projects = \$85/hr
Emergency Response Time	4 hours	2 hour	2 hour or less <u>guaranteed</u>
HELP DESK - Phone and Remote Support Sessions	Included	Included	Included
PC Depot Repair*	\$50/hour	Included	Included
Printer Depot Repair*	\$50/hour	Included	Included
24-7 Remote Monitoring <ul style="list-style-type: none"> ▪ Server stability and performance ▪ Notification of unusual events 	Included	Included	Included
Executive Summary Monthly Report	Included	Included	Included
Unlimited Remote Patch Mgmt.	Included	Included	Included
BASIC remote Server Administration ie... (Adding and removing users)	Included	Included	Included
Virus REMOVAL and cleaning	Included	Included	Included
Advanced Server Administration	<i>NOT Inc.</i>	Included	Included
Vendor liaison*	<i>NOT Inc.</i>	Included	Included
Back-up Monitoring**	<i>NOT Inc.</i>	Included	Included
Monthly on-site visit for network support and required technical issues / consulting	<i>NOT Inc.</i>	1 Visit / month	UNLIMITED
Client access to Virtual System Administrator for remote control and access to system functionality	<i>NOT Inc.</i>	Included	Included
Mobile Device Support*	<i>NOT Inc.</i>	Included	Included
Unlimited software upgrades	<i>NOT Inc.</i>	<i>NOT Inc</i>	Included
Loaner PC	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Virtual CIO / Administrator - Creation of AUP (acceptable user policy)	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Hardware repair of PC / laptops & servers*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
E-mail Filtering - SPAM and Virus	\$2.50 / mailbox / month	\$2 / mailbox / month	Included
Antivirus/ Antispyware End Point Security Software Subscription	\$3 / month / end point	\$2.50 / month /end point	Included

*Labor only; all hardware, parts, software and third party services will be additional.

**Approved software products only