



Desktop IT Service

	Bronze Plan - Monitoring	Gold Plan - Essential Management	Platinum Plan - Advanced Management	Diamond Plan	Worry Free Plan
PRICE PER DESKTOP:	\$9	CALL	CALL	CALL	CALL
Remote Monitoring of Disk Space, Connectivity and Issues	✓	✓	✓	✓	✓
Online Ticket Support System	✓	✓	✓	✓	✓
Online Asset Management	✓	✓	✓	✓	✓
Performance Analysis	✓	✓	✓	✓	✓
Hardware Change Notification	✓	✓	✓	✓	✓
Malware / Spyware Monitoring	✓	✓	✓	✓	✓
Remote Support Tool Set		✓	✓	✓	✓
Temporary File Removal		✓	✓	✓	✓
Add, Removal of Users from Domain		✓	✓	✓	✓
Threat Management Service		✓	✓	✓	✓
Security Patch Management		✓	✓	✓	✓
System Log Monitoring		✓	✓	✓	✓
Anti-Virus & Anti-Spyware Management*		✓	✓	✓	✓
Application Addition & Change Notification			✓	✓	✓
User Administration			✓	✓	✓
Bandwidth Usage Monitoring			✓	✓	✓
Desktop Policy Implementation			✓	✓	✓
Software Patch Management for Microsoft® Applications			✓	✓	✓
VPN Client Management			✓	✓	✓
Advanced Desktop Optimization & Management			✓	✓	✓
Online Software License Management			✓	✓	✓
Microsoft® Application Support			✓	✓	✓
Software Deployment			✓	✓	✓
24x7x356 Monitoring & Automated Reporting			✓	✓	✓
Backup of User's Data to The Cloud				✓	✓
Backup of User's Data to Local Device				✓	✓
Unlimited Phone Support for Microsoft® Applications				✓	✓
Unlimited Remote Control for All Supported Applications				✓	✓
24x7 Emergency Support					✓
3rd Party Vendor Management					✓
Guaranteed (Phone) Response Time	4 Hours	2 Hours	2 Hours	1 Hour	30 Minutes
Monthly Scheduled On-Site Maintenance Hours	0	0	1 Hrs / 10 PC	2 Hrs / 10 PC	4 Hrs / 10 PC