

# Computime I.T. Solutions

## MANAGED SERVICES FOR SMALL BUSINESS.



### SERVICE PLAN

Prices Per Month Per Client

£35

£200

£300

£500

Installation & Configuration	£200	£400	£600	£600
<b>Monitoring Services</b>				
24x7 Availability Monitoring & Alerting	✓	✓	✓	✓
Error & Event Log Monitoring	✓	✓	✓	✓
Drive Space Monitoring	✓	✓	✓	✓
Website Monitoring	✓	✓	✓	✓
Application & Database Monitoring	✓	✓	✓	✓
Asset Inventory	✓	✓	✓	✓
<b>Security Services</b>				
24x7 Desktop/Server Monitoring & Alerting	-	✓	✓	✓
Network Firewall Monitoring	-	✓	✓	✓
Microsoft Patch Management	-	✓	✓	✓
Managed Antivirus and Anti Spyware	-	✓	✓	✓
Security Administration	-	✓	✓	✓
Backup Monitoring & Administration	-	✓	✓	✓
<b>Maintenance Services</b>				
Remote Server Administration	-	✓	✓	✓
User Account Administration	-	✓	✓	✓
Printer Management	-	✓	✓	✓
Log File Maintenance	-	✓	✓	✓
<b>Support Services</b>				
Phone & Email Support	-	✓	✓	✓
Remote Control Support	-	✓	✓	✓
Onsite Support	-	✓	✓	✓
<b>Advanced Support Services</b>				
Guaranteed Response Times	-	✓	✓	✓
Monthly Network Summary Reports	-	-	✓	✓
Quarterly Executive Report & Review	-	-	✓	✓
Annual Technology Plans	-	✓	✓	✓
3 <sup>rd</sup> Party Vendor Management	-	-	✓	✓
Firewall/VPN/Router Management	-	-	✓	✓
Asset Management	-	-	✓	✓
Disaster Recovery Planning	-	-	✓	✓
Assigned Consultant	-	-	✓	✓
Quarterly Scheduled Engineer Visits	-	-	✓	-
Monthly Scheduled Engineer Visits	-	-	-	✓
Labour Rate per hour where applicable	£100	20% Discount	25% Discount	25% Discount
Please Note: <ul style="list-style-type: none"> <li>Parts required are supplied at cost</li> <li>Support on Specialist Software, such as Accounts, are quoted based on the package.</li> <li>All prices plus VAT</li> <li>Payment is by Standing order paid quarterly in advance</li> </ul>				