



machineLOGIC<sup>SM</sup>

# Managed Services



## Managed IT Services Program

### Complete IT Support for Small Businesses

Our Managed Services Program provides comprehensive technology support services for your growing business. We function as your full-time IT staff at a part-time cost.

We monitor and manage your network devices, servers, workstations, data backup, network security, and any other IT-related products or services that your business relies upon.

Our team will resolve most issues by remotely accessing your PC or server, or we'll have one of our certified engineers visit your office to ensure your technical support issue is resolved as quickly as possible.

We provide regularly scheduled maintenance, asset management, software licensing, and warranty management. In addition, we conduct quarterly business reviews to ensure proper planning, budgeting and a technical review of your IT-related environment.

**On-Demand Services** allow you to enjoy the benefits of proactive monitoring, maintenance and IT administration for a small monthly fee, with the flexibility of a pay-for-use service.

**Premium Services** provides you with our full portfolio of services combined with a predictable monthly IT budget. This allows clients nearly unlimited access to our technical services, an increased level of proactive monitoring and maintenance, plus strategic IT consulting.

<b>Flexible Pricing • Valuable Services</b>	<b>On-Demand</b>	<b>Premium</b>
Remote Monitoring & Management	Starts at \$250/mo	Included
Desktops & Laptops	Hourly	\$50 / mo
Standard Server	Hourly	\$300 / mo
Small Business Server 2003 / 2008	Hourly	\$400 / mo
Advanced Server ( <i>Exchange, SQL, CRM, Critical Business Application</i> )	Hourly	\$500 / mo
Advanced Network Devices ( <i>VOIP, VPN, Multi-Access-Point Wireless</i> )	Hourly	\$100 / mo
<b>Technical Support</b>		
Phone & Remote Support	Hourly	Unlimited
Onsite Support	Hourly	Unlimited
Emergency / After-Hours Support	Hourly	Hourly
Online Service Request & Account Management	✓	✓
<b>Desktops &amp; Laptops</b>		
Virus & Spyware Removal	Hourly	✓
VPN Client Software Management	Hourly	✓
Drive Space Monitoring & Optimization	✓	✓
Anti-virus, Anti-spyware & Anti-spam Monitoring	✓	✓
Patch Management	✓	✓
Desktop or Laptop Recovery	Hourly	Hourly
<b>Servers</b>		
Server Availability	✓	✓
Application Availability	✓	✓
Event Log & Service Availability Monitoring	✓	✓
Drive Space Monitoring & Optimization	✓	✓
Patch Management	✓	✓
User Account Management	✓	✓
Data Backup Monitoring	✓	✓
Backup File Recovery	Hourly	✓
Server Recovery	Hourly	Hourly
<b>Network &amp; Security</b>		
ISP, Firewall & VPN Monitoring	✓	✓
Networking Device Availability	✓	✓
Anti-virus, Anti-spyware & Anti-spam Monitoring	✓	✓
Bandwidth Monitoring	✓	✓
Website Availability Monitoring	✓	✓
<b>IT Administration</b>		
Strategic IT Consulting & Design Services	Hourly	✓
Quarterly Business Reviews	✓	✓
Asset Management & Documentation	✓	✓
Software License Management	✓	✓
Warranty & Support Agreement Management	✓	✓

