

# Managed IT Services

Service Level	Service Description	Price per Month	Computer Health Maintenance	Antivirus Software & Updates	HelpDesk (Phone Support)	Remote Support (Tier 2 only)	Remote Support	Software Service & Maintenance	Virus Removal (Up to 1 Hour)	Onsite Support	Smartphone Support	Temporary replacement PCs (per availability)	Printer Support	Installation Services	All hourly work related to the covered PC	Out of Scope Projects
<b>PC Support Services</b>																
<b>Thin PC/Non-User Appliance</b>	Ideal for Virtual Desktop environments where users have neither a desktop nor laptop. Covers full support for users who rely on a thin client device or BYOD.	\$ 20	✓	✓	✓	✓	✓	✓	✓							
<b>Bronze</b>	If you have an onsite IT expert who dedicates their time to handling user issues and projects, your onsite IT person provides initial troubleshooting, tier 1 assistance to users and all onsite support of hardware and software. TEQWORKS provides all the behind-the-scenes maintenance tasks, and tier 2 helpdesk for all issues the onsite technician needs assistance with. No onsite support is included.	\$ 29	✓	✓	✓	✓										
<b>Silver</b>	Clients with PCs or laptops that are usually outside of the area where they do not expect us to provide onsite support. However, remote users with covered laptops still need call-in and remote control support from our friendly technician staff.	\$ 39	✓	✓	✓	✓	✓	✓	✓							
<b>Gold</b>	When you want your staff to call for help to resolve problems or ask questions, but do not want to worry about hourly charges. The only time fees apply is when something is installed (e.g. hardware or software), hourly limits are exceeded (e.g. virus removal over 1 hour) or we are asked to run an out-of-scope project (e.g. website development)	\$ 49	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
<b>Platinum</b>	Never pay an hourly charge for a supported computer for the life of the computer while it is subscribed to this level. No installation fees and unlimited time to resolve issues. Requires 1 year non-cancelable commitment.	\$ 69	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

*See reverse side for Server support options*

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## Server Support Services

		Physical Server		Virtual Server	
Server Support Services (by Primary Role)		Gold	Platinum	Gold	Platinum
	Server (Domain Controller, File, Email, Application)	\$140	\$220	\$105	\$190
	SBS	\$180	\$265	\$145	\$230
	VM Host	\$85	\$165	-	-
<b>Network Administration</b>	In the absence of a server, managing the network (connectivity, firewalls, internet service, wi-fi) can become a challenge with the various components that require maintenance. Teqworks can manage and monitor these components for a single flat fee.				\$99
<b>Spam Filtering &amp; Mail Continuity</b>	World-Class mail filtering and continuity service. Blocks over 98% of junk e-mail. Ensures delivery of inbound and outbound messages regardless of internal e-mail server health.				\$ 2.50 per Mailbox
<b>Security Awareness Training</b>	Teqworks provides classroom-style, webinar, and ongoing training for users to correctly recognize and respond to electronic communication threats, such as Phishing, Spear Phishing, Ransomware, and other Social Engineering tactics.				Call
<b>Backup &amp; Disaster Recovery</b>	Provides world-class protection from server failure and data loss and unlimited data storage. Allows recovery from any server failure to physical or virtual machines in minutes. Full protection of entire server securely stores backups both onsite and offsite. Unlimited secure cloud storage. On-premises BDR appliance extra.				\$175 per Server