MANAGED PC's

Increase User Productivity

Technology Advantage® Managed PC's provides maintenance and updates to your PC workstations on a monthly basis, allowing issues to be fixed before they negatively impact your system performance. Our Onsite Assessment gives you a baseline of all your current IT inventory and installed applications to help make more informed and proactive decisions. Let us take care of your technology so you can stay focused on growing your business.

Managed PC's

Onsite Network Assessment

- Inspection of computers and server room environment
- Recommend changes to network configuration for improved security and performance
- Hardware assessment and recommendations

Monthly Support

- Unlimited telephone support from Tier 1 Help Desk
- Emergency after hours phone support*
- Technology Advantage® computer anti-virus

  *With certain levels of service.

Common Help Desk Issues Resolved

- PC Crashes
- Email unable to send or receive
- Virus Removal
- Connectivity Issues
- Printing Issues
- Password Resets
- Outlook Issues
- Office 365 CSP

Monthly Maintenance

- Critical patch updates
- Monthly Network Assessments/Service Report (e.g., warranty, at-risk devices)

Platinum Level

- Email Defense Training and Testing
- Proactive Alerts and Emergency Tools
- Top Tier Business Anti-Virus
- Enterprise Level Spam Filtering and Monitoring

Managed PC's

Prices are Monthly per PC

	Standard $50	Platinum $70
Support		
Unlimited Help Desk Tier 1 Phone Support (24/7)[1]	✓	✓
Onsite Engineer and Tier 2 Support Hours Per Device[2]	½ Hour	½ Hour
Maintenance		
Computer Reports & Maintenance	✓	✓
Microsoft Critical Patch Updates	✓	✓
Common Issues		
Password Resets	✓	✓
Software Installation and Removal	✓	✓
Computer Optimization & Management	✓	✓
Spyware & Adware Removal	✓	✓
Client Antivirus Software Management & Update (if applicable)	✓	✓
Account Services		
Assigned Account Manager	✓	✓
IT Advising & Technology Recommendations	✓	✓
Unlimited Purchasing Support	✓	✓
Platinum Services		
Email Defense Training and Testing		✓
Proactive Alerts and Emergency Tools		✓
Top Tier Business Anti-Virus		✓
Enterprise Level Spam Filtering and Monitoring		✓
Office 365 Protect Backup (Office 365 is a pre-requisiste for this service)		✓

1 - Phone support is limited to the technicians' ability to resolve the problem remotely. In some cases, Tier 2 remote phone support or an onsite visit is necessary. Corporate Technologies reserves the right to make this determination at its sole discretion. IT issues affecting the network are considered Tier 2 support.

2 - A fixed monthly amount of onsite and Tier 2 support is included in each plan. Hours exceeding the fixed amount will be billed at the applicable rate.

3 - Prices reflect a two-year agreement.