MANAGED PHYSICAL/VIRTUAL SERVER

Reduce Downtime

Technology Advantage® Managed Physical/Virtual Server monitors your servers 24 hours per day, 7 days per week. Real-time monitoring allows Corporate Technologies to fix issues before they affect your network and employee performance. Fine-tuning and the right configuration ensures the steady running state of your servers and your business. Focus on your core business and let us take care of your technology.

Managed Physical/Virtual Server

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

- 24/7 server monitoring*
- On-site engineer support*
- Unlimited telephone support from Tier 1 Help Desk

  *   With certain levels of service.

- Tier 2 remote support*
- Critical patch updates
- Remote maintenance
- Monthly Network Assessments/Service Report (e.g., warranty, at-risk devices)

Common Server Issues Resolved

- Event log reviews
- User Account administration
- Virus definition
- Removal of cache to minimize network slowdown

Platinum Level

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

Managed Physical/Virtual Server

Prices are Monthly per Physical/Virtual Server

	Standard $125	Platinum $200
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
Server Monitoring 24/7[3]	✓	✓
Emergency After Hours Critical Alert Monitoring and Response[1]		✓
Remote Maintenance		
Critical Windows Updates	✓	✓
Event Log Monitoring	✓	✓
Drive Space Monitoring	✓	✓
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-requiste for this service)		✓

Protect Local + Offsite Backup + Backup Monitoring	
1-20 Total Users	$400
21-50 Total Users	$600
51-100 Total Users	$800
Over 4TB	Metered

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 - Server performance and log monitoring only. Customer alerted during regular business hours

4 - Prices reflect a two-year agreement