

Monitoring and Management: Desktop Care

Included Features	Total Desktop Care	Help Desk		
	Desktop	Business Hours	After Hours	24 x 7
Hardware & Software audits	X	X	X	X
Performance & Preventive Maintenance Reports	X	X	X	X
LogMeIn Pro Remote Control	X	X	X	X
Patching	X	X	X	X
Antivirus management	X	X	X	X
Web-based portal	X	X	X	X
Self-help center	X	X	X	X
Webroot Antivirus	X	X	X	X
Malwarebytes Anti-Malware Pro Software	X	X	X	X
Help Desk Coverage		8am-6pm	5pm-9am	24 x 7
Windows, Mac & Mobile Support		X	X	X
Virus & Malware Removal		X	X	X
Software installation		X	X	X
Pricing	\$24.95	\$34.95	\$60	\$120

Monitoring and Management: Server

Ask about volume discounts

Package	Silver	Gold	Platinum
Anti Virus (Webroot)	X	X	X
Remote Access (LogMeIn Pro)	X	X	X
Patching	2 hours/month	4 hours/month	8 hours/month
24/7 Monitoring	X	X	X
Patching	X	X	X
Troubleshooting	4 hours/month	8 hours/month	Unlimited
Emergency Services Response within	4 hours	2 hours	1 hour
Pricing	\$199	\$299	\$499

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