



# The Computer Place PC Services



## THE COMPUTER PLACE PC SERVICES FOR ALL SMALL BUSINESS NEEDS

### Silver

Ensures that all of your desktops receive recommended maintenance and security. Ideal for companies with an existing in-house IT support team and firms with remote users.

### Gold

For companies with limited to no in-house IT support, firms in high growth mode or companies with multiple offices.

### Platinum

This plan is best suited for companies with limited to no in-house IT support, in need of technology upgrades, and requiring extended support hours.

The Computer Place provides a complete solution for supporting and managing the overall health of each computer in your company. The Computer Place PC Services support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and The Computer Place ensures that is possible around the clock.

The Computer Place offers PC Services in three plans that range from remote only support to full support, including on-site and after hours support.

| The Computer Place PC Services             | Silver | Gold | Platinum |
|--|--------|------|----------|
| <b>End User Support</b>                    |        |      |          |
| • Unlimited Phone Support M-F 9x5          | •      | •    | •        |
| • Unlimited Remote Control Support M-F 9x5 | •      | •    | •        |
| • Microsoft Application Support M-F 9x5    | •      | •    | •        |
| • Unlimited On-Site Support M-F 9x5        |        |      | •        |
| • Emergency After Hours Support            |        |      | •        |
| <b>Remote Remediation</b>                  |        |      |          |
| • 9x5 with 4-hour response time            | •      | •    | •        |
| • 24x5 with 2-hour response time           |        | •    | •        |
| • 24x7 with 1-hour response time           |        |      | •        |
| <b>Maintenance</b>                         |        |      |          |
| • Desktop Asset Management                 | •      | •    | •        |
| • Desktop Optimization & Management        | •      | •    | •        |
| • Desktop Ticket Management                | •      | •    | •        |
| • Desktop License Management               | •      | •    | •        |
| <b>Security</b>                            |        |      |          |
| • Desktop Vulnerability Scanning           | •      | •    | •        |
| • Virus Software Management                | •      | •    | •        |
| • Virus Software Monitoring                | •      | •    | •        |
| • Software Patch Management                | •      | •    | •        |
| • Spyware & Adware Monitoring              | •      | •    | •        |

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