

Business Computer Care

by



- Priority **Same Day Response**:
 - Email, SMS, or Phone, we respond by close of business.
- Internet Security **Protection** and Monitoring:
 - A licensed Internet Security product (currently Avast)
 - Monitoring to insure product updates/scans are successful AND address any threats to your computer
- Performance **Monitoring**:
 - Performance monitoring to identify serious software and/or hardware issues (component utilization, temperature, etc.)
- Weekly **Preventive Maintenance**:
 - Insure critical, security, and stability updates are performed for Microsoft and Mac Operating Systems.
 - Removal of temporary system and internet files
- 50% off Remote System **Tune-ups**:
 - Optimize OS and software configurations based on customer usage
 - Remove unused/unneeded software, files, and configurations
 - Perform OS service pack, feature pack and roll-up updates
 - Perform hardware driver updates as needed
- **25% off Hourly Service** Rates:
 - If you need help with technology, we offer tech support for any/all internet connected devices and training and/or consultations on these devices, via phone or onsite visit.
- **Productivity ADD-ON** for \$10/month
 - Allow and/or **restrict access to specific websites**, or categories such as Mature Topics, Social Media, Shopping, Videos, Music, etc.

All services are overseen by a Microsoft Certified Systems Engineer.



Restrictions/requirements:

- One year subscription required (monthly payments require Automatic Bill Payment.)
- Management software installation is required.
- Metered Internet services may not be eligible for Remote Services and/or data access charges may apply.
- Device(s) must meet minimum hardware, software, and Internet speed requirements.

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- Device(s) must be online at the time of preventive maintenance.
- Hourly Services are billed per half-hour, one hour minimum for onsite visits.
- Service hours: Mon-Fri 8am-4pm EST.