

# Preventative Maintenance/Support Plans

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We have preventative maintenance and support plans for every business budget! Lower your costs by using us as your outsourced IT department, instead of having a full time technician on staff. Our preventative maintenance schedule will keep your systems running at peak performance, and alert you to issues that can cause costly downtime.

## Service Packages

### 1) XPRESS Bronze Level &ndash; Basic Preventative Maintenance Package

- a. 1 onsite visit per month at regularly scheduled intervals
- b. Install updates on all pc&rsquo;s/servers covered under plan
- c. Update antivirus and check virus logs
- d. Check server backup logs, test restore once per quarter
- e. Make recommendations on upgrades and replacement equipment

### 2) XPRESS Silver Level &ndash; Enhanced Preventative Maintenance

- a. Includes all of Bronze Level
- b. 1 onsite visit per month at regularly scheduled intervals
- c. Address issues in Log Book

### 3) XPRESS Gold Level - Enhanced Preventative maintenance with basic telephone support

- a. Includes all elements of Silver Level
- b. Install third party software updates
- c. Create and maintain network documentation
- d. 1 onsite visit per month at regularly scheduled intervals

e. 5 hours per month of telephone support (\$375 value!)

f. Detailed PC Inventory updated quarterly.

4) Add Plus coverage for any service plan

a. With plus coverage, we will monitor your server for errors, and remotely install updates as necessary.

b. Open a support ticket via email, and we will perform user account maintenance, such as add a new user, reset a password, and lock out/delete old users.

c. Available separately at XPRESS Bronze level pricing.

5) Pricing:

a. All Plans base price includes up to 3 PC's and 1 Server

b. See the following chart for plan monthly pricing:

Service Plan  
Base Price  
Additional PC  
Additional Server

Bronze  
\$199  
\$15  
\$25

Silver  
\$329  
\$20  
\$30

Gold  
\$419  
\$25  
\$35

XPRESS Bronze  
XPRESS Silver  
XPRESS Gold

Plus Service  
\$150 setup, \$100/month

\$100 Setup, \$75/month  
Free Setup, \$50/month