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| --- | --- | --- | --- | --- |
| **Service** | **Pyrite**  **(no agreement)** | **Silver**  **(Server)** | **Gold**  **(Server and Desktop)** | **Platinum**  **(Everything’s Managed)** |
| **Remote Maintenance Support** | Not Available | $150 / Hr  1 hr min. | Free | Free |
| **Onsite Maintenance Support** (at your office) | $225 / Hr  4 hr min. | $150 / Hr  1 hr min. | $150 / Hr  1 hr min. | Free |
| **Remote Project Labor** | $225 / Hr  4 hr min. | $150 / Hr  1 hr min. | $150 / Hr  1 hr min. | $150 / Hr  1 hr min. |
| **Onsite Project Labor** | $225 / Hr  4 hr min. | $150 / Hr  1 hr min. | $150 / Hr  1 hr min. | $150 / Hr  1 hr min. |
| **Remote After Hours Support** | $450 / Hr  4 hr min. | $300 / Hr  1 hr min. | $300 / Hr  1 hr min. | $300 / Hr  1 hr min. |
| **Onsite After Hours Support** | Not Available | Not Available | $300 / Hr  1 hr min. | $300 / Hr  1 hr min. |
| **Short-Notice Emergency Service**  (onsite or remote, any time of day) | Not Available | $300 / Hr  1 hr min. | $300 / Hr  1 hr min. | $300 / Hr  1 hr min. |
| **Technology Roadmap Process**  Business Plan and Process Management for Technology | $2,495 | $1,495 | $995 | Free |
|  |  |  |  |  |
| **•** Free Remote Monitoring of Server critical functions  (Value: $150 / Server / mo). |  | ● | ● | ● |
| **•** Free Off-Site Remote Server Monthly Maintenance  (Value: $300 / Server / mo). |  | ● | ● | ● |
| **•** Free remote server phone support per calendar month (Value: $300 / mo). Hrs expire at end of calendar month. |  | ●  2 Hours/mo. | ●  Unlimited | ●  Unlimited |
| **•** Continuous and Preventative Maintenance of Servers (updates, patches, fixes, etc.) (Value: $350 / Server / mo). |  | ● | ● | ● |
| **•** Continuous and Preventative Maintenance of Workstations (updates, patches, fixes, etc.) (Value: $75 /workstation / mo). |  |  | ● | ● |
| **•** Free First 3 hours of labor for each new workstation added to network  (Value: $450 / workstation) |  |  | ● | ● |
| **•** Free Anti-Virus and Anti-Spam filtering on all E-Mail (Value: $4 / mailbox / mo.) |  |  |  | ● |
| **•** Free Virus Scanning on all covered machines  (Value: $4 / machine / mo.) |  |  |  | ●  **NEW** |
| **•** Two Hours Free in-house training per Quarter  - May not be rolled over –  (Value: $1,800 / year) |  |  |  | ●  **NEW** |
| **•** Access to our Emergency Help line service,  monitored 24/7  (Value: $250 / mo.). |  |  |  | ● |
| **•** Free maintenance of network equipment and maintenance of relationship with ISP  (Value: $400 / mo.). |  |  |  | ● |
| **•** Free maintenance of network printers and other network-attached equipment  (Value: $300 / mo.). |  |  |  | ● |
| **Monthly Investment**  W.S. = Workstation, Laptop, or Virtual Machine  Term = Terminal Services Client (no desktop PC)  Srver = Server |  | $500  per Server | $50 per W.S.  $25 per Term  $500 per Srver | $65 per W.S.  $25 per Term  $500 per Srver |
| Volume Discount: 50 or more desktops  Or  Non-Profit with 30 or more desktops |  |  |  | $50 / Workstation;  $400 / Server |

Terms: Prepaid by quarter or credit card prepaid monthly. Hourly minimums higher outside Sacramento Area.

Revised 2013-01