

SUMMARY

Monitoring
Alerting (24.7 / 365)
Asset Management
UPS (if supported)
Help Desk
Response Times (Critical / Important)
Critical Onsite Callout
Patch Management
Anti-virus Software Update / Scans
Administration and Support
Hardware failure and replacement
Server Backup
Backup Restore
Patch Management
Anti-virus Software Updates / Scans
Administration and Support
Installations (CITS Purchases Only)
Hardware failure and replacement
Mobile Device (Email config only)
Virus / Spyware
Reports
Review Meetings
Server Installations and Rebuilds
Office Relocation
Travel per km (round-trip)



UltimateCare	StandardCare	BasicCare
MANAGEMENT		
5 Minute Intervals	5 Minute Intervals	30 Minute Intervals
Email and Ticket	Email and Ticket	Email
H/W Audit S/W License Audit	H/W Audit S/W License Audit	H/W Audit S/W License Audit
Alerting	Alerting	Alerting
✓	✓	✓
30 mins / 60 mins	60 mins / 120 mins	120 mins / 240 mins
4 Hours	8 Hours	-
SERVER SUPPORT		
✓	✓	✓
Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
✓	✓	-
-	-	-
-	-	-
✓	✓	-
WORKSTATION AND USER SUPPORT		
✓	✓	✓
Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
Unlimited remote and onsite	Unlimited remote	-
✓	✓	-
-	-	-
✓	✓	-
✓	-	-
Reporting		
Quarterly	Quarterly	Quarterly
Quarterly	Quarterly	Quarterly
Exclusions		
-	-	-
-	-	-
-	-	-