

# RevITup™ Business Care Managed Service Series



Service Plan Comparison Matrix	RevITup™ Basic	RevITup™ Silver	RevITup™ Platinum
<b>Monitoring, Support and Program Services (monthly)</b>	\$25/PC \$149/Server	\$49/PC \$249/Server	\$79/PC \$449/Server
24x7x365 Remote Monitoring on Desktops and Server -CPU, Disk Space, Connectivity, Memory, error conditions, temp file cleanup, defrags	✓	✓	✓
Online customer portal, knowledgebase, ticket history/management	✓	✓	✓
Early Warning, Preventive Maintenance, Automated Repairs/Optimization	✓	✓	✓
Patch monitoring/Windows updates with patch white listing/service packs	✓	✓	✓
Anti-virus & Anti Spyware Licenses – daily definition file updates	✓	✓	✓
Anti-virus/Spyware management/monitoring and removal	Not included	✓	✓
Asset management and user information updates	Not included	✓	✓
Backup Monitoring, & Verification & Administration	Not included	✓	✓
Windows Server Management: Exchange, SQL, ISA, Term. Services, IIS	Not included	✓	✓
Remote Desktop and Server Access using LogMeIn Remote	Not included	✓	✓
Firewall availability Monitoring	Not included	✓	✓
Firewall management and quarterly security vulnerability scan & report	Not included	Not included	✓
Unlimited software upgrades/Vendor Warranty/Software Liaison	Not included	Not included	✓
Full Recovery of servers in case of disaster (Offsite Backup Available)	Not included	Not included	✓
Workstation Hardware Warranty (system inspection & signoff required)	Not included	Not included	✓
<b>Network Support</b>			
Onsite Support - (training/new installations not included) Additional support hours are drawn off pre-paid block hours or at \$95/hour	Not Included	1 per 6 PCs 1 per Server	Unlimited onsite (existing systems)
Priority Remote Support including help desk, chat, liveconnect	\$1.35 min	Unlimited	Unlimited
Emergency Response Fee (evenings, weekends)	\$150/hour	\$125/hour	\$95/hour
Proactive On-site Maintenance	Not Included	Quarterly	Monthly
<b>Additional Services/Service Level Agreements</b>			
Corporate Account on our Online B2B WebStore with assigned Client Solutions Specialist and Project Manager	✓	✓	✓
Network Health Assessment/Onsite Audit/Maintenance	Not Included	Quarterly	Monthly
Onsite Technology Planning /Virtual CIO Services	Semi-Annually	Quarterly	Quarterly
Executive Summary Report	Monthly	Monthly	Monthly
Guaranteed Priority Onsite Critical Response ( 2 business hrs. to contact)	48 hour onsite	24 hour onsite	4 hour onsite

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