

## RevITup™ Business Care Silver Managed Service – Small Office Series



Small Office Series Service Plan Matrix	RevITup™ Silver 5 (1 server/up to 5 PCs)	RevITup™ Silver 10 (1 server/up to 10 PCs)
<b>Monitoring, Support and Program Services (monthly)</b>	\$299/month (\$145 savings)	\$499/Month (\$190 savings)
24x7x365 Remote Monitoring on Desktops and Server -CPU, Disk Space, Connectivity, Memory, error conditions, temp file cleanup, defrags	✓	✓
Online customer portal, knowledgebase, ticket history and management	✓	✓
Asset management and user information updates	✓	✓
Early Warning, Preventive Maintenance, Automated Repairs/Optimization	✓	✓
Backup Management & Verification	✓	✓
Remote Offsite Managed Backup from 1 desktop/server up to 2 gig of data	✓	✓
Firewall/Router availability Monitoring	✓	✓
Anti-virus & Anti Spyware Licenses – Daily Definition File Updates	✓	✓
Anti-virus management/monitoring and removal	✓	✓
Printer/UPS monitoring and management	✓	✓
Remote Desktop and Server Access using LogMeIn Remote	✓	✓
Patch monitoring and management with patch white listing and service packs	✓	✓
Windows Server Event Error Monitoring: Exchange, SQL, ISA, IIS	✓	✓
Corporate Account on our Online B2B WebStore with assigned Client Solutions Specialist and Project Manager	✓	✓
<b>Network Support</b>		
Priority liveconnect™ Remote Support including help desk, chat,	Unlimited (covered systems/software)	Unlimited (covered systems/software)
Emergency Response Fee (evenings, weekends)	\$125/hour	\$125/hour
Onsite Support Incident up to 1.5 hours- (training/new installations not included) Additional support hours are drawn off pre-paid block hours or at \$95/hour	1 /month	1 /month
Proactive On-site Maintenance	Quarterly	Quarterly
<b>Additional Services/Service Level Agreements</b>		
Network Health Assessment/Onsite Audit/Maintenance	Quarterly	Quarterly
Onsite Technology Planning	Quarterly	Quarterly
Executive Summary Report	Monthly	Monthly
Guaranteed Priority Onsite Critical Response (with 2 business hours to contact) (normal business hours – evening and weekend rates apply)	Within 24 hour onsite	Within 24 hour onsite

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