



StressFree Proactive Management Plan Breakdown

Service	What is it?	Basic	Complete
Monthly reporting	A monthly report of all work performed on your systems	✓	✓
Security Updates	We ensure workstations and servers have current security, antivirus, and spyware updates	✓	✓
Technology Planning	A technology plan to ensure maximum value. We can also recommend technology to enhance your bottom line	✓	✓
Technology Budgeting	Technology budget to ensure your upgrades keep pace with business growth	✓	✓
Online Trouble Ticket Tracking	View up-to-the-minute updates on open tickets and emails when status changes	✓	✓
Backup Management	Backup monitoring to ensure functionality and monthly testing for data restoration	✓	✓
User Account Management	Creation of user accounts, passwords and permissions	✓	✓
File Sharing Permissions Management	Ensures only the correct users have access to your files	✓	✓
Network Printer Management	Create and manage printers on your network	✓	✓
Network Documentation	Documentation for your network and workstations to ensure records for support, growth, and insurance purposes	✓	✓
OnSite Service	Priority Same-Day / Next-Day service	Save 25%	Save 50%
Network Monitoring	Monitoring of your network 24/7 to identify trends and address issues immediately as they arise		✓
Remote Intervention	We will connect remotely to address glitches before they become problems		✓
Unlimited Remote Support for Staff	Our helpdesk is available to your staff during normal business hours to answer any and all questions <u>at no additional charge!</u>	Save 25%	✓
Workstation Imaging	We install software to perform daily images of your workstations, allowing for quick restore when problems are encountered.	Optional	Optional