

Managed Services

Workstation Maintenance and Support

	Managed Workstation Lite	Managed Workstation Enhanced	Managed Workstation Ultimate
Monthly verification of hard disk space	✓	✓	✓
Monthly verification of antivirus / adware definitions	✓	✓	✓
Monthly verification of automatic virus / adware scans	✓	✓	✓
Monthly verification of backup software	✓	✓	✓
Monthly defragmentation of hard disks	✓	✓	✓
Monthly update and verification of OS patches	✓	✓	✓
Monthly removal of temporary / junk files		✓	✓
Monthly performance of deep virus / adware scan		✓	✓
Quarterly audit and repair of registry		✓	✓
24 x 7 device monitoring and alert notification		✓	✓
Offsite HelpDesk Support	Billed Hourly	1/2 Hour/Month/User	Unlimited
Onsite Support, Upgrades, Integration and Configuration	Billed Hourly	Deducted from hours	1/2 Hour/Month/User

Server Maintenance and Support

	1 Server Included	2 Servers Included	3 Servers Included
Weekly verification of hard disk space	✓	✓	✓
Weekly verification of active network services	✓	✓	✓
Weekly verification of antivirus / adware definitions	✓	✓	✓
Weekly verification of automatic virus / adware scans	✓	✓	✓
Weekly verification of backup software	✓	✓	✓
Monthly defragmentation of hard disks	✓	✓	✓
Monthly update and verification of OS patches	✓	✓	✓
Monthly removal of temporary / junk files	✓	✓	✓
Monthly performance of deep virus / adware scan	✓	✓	✓
Quarterly audit and deletion of old log files	✓	✓	✓
Quarterly audit and repair of registry	✓	✓	✓
24 x 7 device monitoring and alert notification		✓	✓

Network Maintenance and Support

Firewall: Check Up / Down Status, Review and interpret firewall security logs*	✓	✓	✓
Network Attached Storage: Check Up / Down status, Smart Drive Alerts, Defragment, Drive Space used*		✓	✓
Router: Up / Down, Dropped Packets*		✓	✓
Network Switch: Up / Down, Dropped Packets*		✓	✓
Printer Up/Down Status, Error logs*		✓	✓
24 x 7 device monitoring and alert notification		✓	✓