



Managed Services - Commercial Plans ⁽²⁰²⁶⁾

Repairing your computer when it is broken has proven costly to businesses. Our clients avoid downtime costs by having us MANAGE their IT systems.

| | GOOD Level 1 | BETTER Level 2 | BEST Level 3 |
|--|-----------------|-------------------|-----------------|
| SUPPORT | | | |
| Rapid-Response Helpdesk | ✓ | ✓ | ✓ |
| Perpetual Maintenance Routines | ✓ | ✓ | ✓ |
| Microsoft & 3rd Party App Updates | ✓ | ✓ | ✓ |
| Managed Endpoint Protection | ✓ | ✓ | ✓ |
| 24x7x365 Remote Monitoring & Management | ✓ | ✓ | ✓ |
| Remote & Phone Technical Support | Hourly Rate | ✓ | ✓ |
| Onsite Technical Support | Hourly Rate | Hourly Rate | ✓ |
| After Hours EMERGENCY Support – when technician is available | Hourly Rate | Hourly Rate | Hourly Rate |
| MANAGEMENT | | | |
| Technology Business Review (TBR) Meeting | Annual Fee | ✓ | ✓ |
| Fee Based on a Per Workstation Basis | | | |

Managed Services - Level 1 (\$36/month/workstation)

- Enterprise-grade FULLY-MANAGED endpoint protection
- 24/7 system-wide monitors that find and repair issues before you are even aware of a problem
- Alerts are automatically sent to our techs any time a problem is not immediately resolved.
- Maintenance is completed constantly.

Managed Services - Level 2 (\$46/month/workstation)

- All the services from Level 1 plus Remote Support
- **Phone, Shop, and Remote Support for issues with basic hardware, software, and security issues.** *This does not include research, installation, configuration, or training of third-party software. ACS provides this service on a project basis.*

Managed Services - Level 3 (\$66/month/workstation)

- All the services from Level 2 plus **Onsite Support**

Managed SERVER - Level 3 Only (\$150/month/server) includes all of the service in Workstation Level 3 for a Windows SERVER operating system, including oversight of the Active Directory, DHCP/DNS, and File/Print server roles.

Managed NETWORK (\$100/month) - Phone, shop, remote, and onsite support for existing network appliances (modem, routers, switches) and existing network wiring.

