

## Managed Services

### Workstation -Desktop Services

#### 24X7 Remote Desktop Support, unlimited

We provide around-the-clock remote desktop support for O/S and hardware diagnostics and resolution reporting. We will remotely maintain and service client workstations from our support desk / NOC. Everything from regular maintenance to troubleshooting and remediation can be conducted remotely, and reduces the need for on-site technician support.

#### On-Site, Desktop Support, unlimited

When required, our technicians will travel onsite to perform hardware maintenance, proactive problem diagnosis and repairs.

#### On-Site, Desktop Support, limited –**Subtract \$30.00**

When required, our technicians will travel on-site to perform hardware maintenance, proactive problem diagnosis and repairs. 2 hours per month of onsite technical assistance is included with this feature.

#### Microsoft Windows O/S Management

Troubleshoot with problem resolutions common Windows™-based operating system error messages, persistent pop-ups, crashes, periodic rebooting and browser issues.

#### Microsoft Windows O/S Patching

Patching automatically MS security and O/S updates on a regular bases to client's desktops.

#### Performance Monitoring, Workstation

We'll provide continuous monitoring of the client's workstation, including information such as performance, connectivity, events, errors and whether the application is running properly.

#### Desktop Maintenance (Hardware and O/S)

We conduct scheduled maintenance of desktops and laptops ensure reliability and stability for users. This service includes, optimizing hard drive performance, clearing logs & temp files, O/S patch updates\*, physical inspections, and other check listed maintenance items.

#### Desktop Configuration Services and Enforcement

**FEATURE DOES NOT INCLUDE HARDWARE OR SOFTWARE.**

The standard user desktop design and configuration enables efficiency in the services provided by our technicians and tools, and reduces costs significantly through standardization of the computing environment. It also assists in quicker problem-solving when issues occur, and it enables the use of hot-swap\*\* computers in the event of a hardware failure. Standard Installations are maintained for Windows and Macintosh operating systems. They include the operating systems (O/S), standard application packages, drivers for supported hardware and antivirus software.

#### Desktop Antivirus Management

**ANTIVIURS IS INCLUDED IN BUNDLE**

Every workstation or desktop connected to the client network is required to run antivirus software, so we provided business-grade antivirus as part of your managed services subscription. This forms the second line of defense against viruses- ensuring that if infected files are opened on client computer, the virus is identified and file access stopped, preventing further infection.

### Desktop Virus Disinfection

For our clients who utilize our recommended antivirus/spyware application and Internet Browsing Policy on their workstations and laptops. We provide disinfection services, ensuring the complete recovery of any computers infected during outbreaks of any given virus with labor included.

### DOD HD Data Wipe

Our standard Department of Defense hard drive wiping will keep your companies valuable information out of unwanted hands when disposing or replacing a workstation hard drive.

### Hardware Disposal

We handle the disposal of all you unwanted workstation and network equipment.

## Workstation -Desktop Services

### Warranty Packages

#### Limited Extended Warranty, I.T. Hardware **Included with unlimited On-site**

Our limited workstation hardware warranty plan includes replacement of failed device components specified in this warranty. Limited warranty covers the replacement of a covered workstation's power supply and/or hard drive; plus one (1) keyboard and/or mouse per contract year/per device. Warranty does not include labor or travel coverage of third-party vendors or vendor technicians.

#### Unlimited Extended Warranty, I.T. Hardware **\$24 per month/device**

Our unlimited workstation hardware warranty plan includes replacement of failed device components specified in this warranty. Warranty covers the replacement of any parts, keyboard and mouse associated with an existing covered workstation in the event of hardware failure. This warranty does not include coverage of monitor or additional peripheral devices and labor or travel coverage of third-party vendors or vendor technicians.

### Handheld Computer Support

Support is available for the installation of handheld devices such as Blackberries, Androids, iPads and Palm devices. Advice is available for assistance with purchases, through to resolution of problems using these devices  
service agreement.