

# Total Care



## How it Works

One of our senior network engineers will perform regular, scheduled maintenance on your network each and every month. By using the Total Care program you can be assured that your:

- Virus protection is up to date,
- Back-ups are working properly,
- Firewall and security settings are checked and setup correctly,
- Software patches are fully updated, and
- Your network is running at maximum speed and performance

We will work with you to design the right mix of on-site, remote, network, and helpdesk support to fit your specific situation and needs.

## Cost Savings

Practically eliminate expensive repairs and recovery costs. Our network monitoring and maintenance will save you money by preventing expensive network disasters from ever happening in the first place. As a matter of fact, we guarantee it.

Have ALL of the benefits of an in-house IT department WITHOUT all of the costs. As a Total Care customer, you'll have access to a knowledgeable support staff that can be reached immediately should you have any kind of problem or question.

Never fear the big, expensive network repair bill again. Instead, you can budget for network support just like rent or insurance. Plus, with our Total Care program, you get great discounts on computers, and parts.

## Increased Performance and Response

Avoid expensive trip fees while receiving faster support. Our remote monitoring software will enable us to access and repair most network problems right from our offices meaning you no longer waste time waiting around for an engineer to show up.

Faster performance, fewer "glitches" and practically zero down-time! Under this program, that is exactly what we'll deliver. Some parts of your system will degrade in performance over time causing them to slow down, hang up, and crash. Our preventative maintenance and network monitoring will make sure your computers stay in tip-top shape for maximum speed, performance, and reliability.

Put a stop to annoying spam, pop-ups and spyware. It takes over your network and wastes your company time. Increase your employees' productivity by allowing them to focus on their work instead of struggling with slowed performance caused by spyware and annoying pop-up.



*"We strive to earn your business every day."*

Roger Swanson  
Senior Engineer & General Manager



# Total Care - Hassle-free I.T.



## Total Care PC Management Per Month

	Professional	Premium	Ultimate
<b>Customer Care</b>			
Remote Access License (HIPPA & GLBA Compliant) <sup>1</sup>	✓	✓	✓
Discounted Rates for Onsite Support <sup>3</sup>	✓	✓	✓
Local Help Desk (8x5xM-F EST/USA) Availability		Reduced Rate	✓
Remote Connection Support		Reduced Rate	✓
Application Support Help Desk (8x5xM-F EST/USA) <sup>2</sup>		Reduced Rate	✓
Business After Hours Emergency Support <sup>3</sup>		Reduced Rate	✓
Software Support & Installation <sup>5,7</sup>		Reduced Rate	✓
<b>Maintenance</b>			
Desktop Optimization <sup>6</sup>	✓	✓	✓
Operating System Patch Management	✓	✓	✓
Critical Operating System Alerting		✓	✓
Drive Space Alerting & Event Log Monitoring		✓	✓
Quarterly Maintenance with Monthly Reporting		✓	✓
Rolling 5-day Back-ups (BDU: User Level) <sup>6</sup>		✓	✓
<b>Security</b>			
Security Patch Management	✓	✓	✓
Spyware / Adware Protection <sup>6,7</sup>	✓	✓	✓
Anti-virus Management & Updates (License included) <sup>6,8</sup>		✓	✓

## Total Care Server Management

	Professional	Premium	Ultimate
<b>Customer Care</b>			
Remote Access License (HIPPA & GLBA Compliant) <sup>1</sup>	✓	✓	✓
Discounted Rates for Onsite Support <sup>3</sup>	✓	✓	✓
8x5x5 Remote Access Support EST		✓	✓
Service Availability Monitoring & Proactive Response		✓	✓
Business After Hours Emergency Support <sup>3</sup>		✓	✓
Unlimited Software Installation <sup>4,9</sup>			✓
<b>Maintenance</b>			
Operating System Patch Management	✓	✓	✓
Event Log Monitoring, Filter False Positives	✓	✓	✓
Server Optimization <sup>5</sup>		✓	✓
Critical Alert Monitor with Remediation		✓	✓
MX Mail System Monitoring (Free)	✓	✓	✓
Operating System Monitoring (24x7x365)		✓	✓
Quarterly Maintenance with Monthly Reporting <sup>8</sup>		✓	✓
BDR: Server Level and Offsite Storage <sup>9</sup>		✓	✓
<b>Security</b>			
Security Patch Management	✓	✓	✓
Spyware / Adware Protection <sup>6,7</sup>	✓	✓	✓
Anti-virus Management & Updates (License included)		✓	✓
User Account Administration <sup>4</sup>			✓
File Sharing Permission Admin			✓

1 Remote License Included (\$69.95 value).

2 See applications at [www.cnetworks.com/applications](http://www.cnetworks.com/applications). Custom application support not included. 8am – 8pm, Call back after 8pm. Does not include projects.

3 Discounted Rates: Negotiable, refer to "Client Support Agreement"

4 All labor included for software (Ultimate). Must be scheduled through service coordinator. Subject to availability. Refer to "CNTC Service Rate Agreement".

5 Temp file removal, security patch management, scripting tools for automated tasks, depending on server configuration and usage.

6 Backup & Disaster Recovery: User Level. Client must provide Network Attached Storage on-site.

7 Anti-spyware / adware Licenses included at no additional cost (\$29.95 value).

8 Premium and Ultimate only: annual Anti-virus License included (\$49.95 value).

9 Required – Backup & Disaster Recovery: Server Level, refer to "BDR Agreement." Data Location & Offsite Prices Varies by Suite Location.

10 Total Care PC Management ULTIMATE, Allows for 24 Hour

