



Industrial Modernization Center (IMC)
570.329.3200 or 800.326.9467
itcare@imcpa.com

ITCare Support Options

In response to customer feedback, the IMC has developed and implemented a proactive service program to manage and support computer networks. This tiered program will improve system uptime and availability which will result in improved utilization and productivity for corporate networks and is custom fitted to each company to ensure a maximum investment to benefit ratio.

Annual Support Contract Levels

Bronze Support *Would your company benefit from knowing that a highly trained IT support person is only a phone call or email away? Do you want your calls for technical support to be given priority? Are you tired of the nuisance of pay-as-you-go technical support? If so, consider using our ITCare Bronze Support, which will meet your need for regular phone and email support to ensure your computer's health.*

Silver Support *Are you ever anxious, wondering if your network is running like a thorough-bred race horse or limping on its way to pasture? A network's "blood pressure" and "heart rate" can be measured, using specific indicators that reflect network health. If you are interested in keeping your network healthy and avoiding the 'fix-on-failure' trap, consider signing up for our ITCare Silver Support, providing regular on-site visits from a network professional to review server health, to ensure the soundness of your IT infrastructure.*

Gold Support *Does your company require the insight, expertise, and experience of a seasoned, Certified Systems Engineer familiar with small-to-medium-sized business pressures, but your payroll won't support such an individual? If so, consider "time-sharing" a Network Engineer by purchasing ITCare Gold Support from IMC. ITCare Gold Support professionally and proactively cares for your IT infrastructure—giving you more time to concentrate on improving your bottom line.*

Add-on Service Packages

Microsoft Small Business Server (SBS) 2003 Monitoring *Are you interested in having a daily report of your server's error logs emailed to a Network Engineer for their review? With this daily report, the Engineer will be able to quickly assess the health of your network and suggest corrective measures to address any listed errors. Through the use of remote access, the Engineer may be able to correct the discovered issues remotely which will save you and your company time, money, and anxiety.*

Enterprise Patch Management Service *Patching computer systems used to be marginally beneficial and aptly fell under the adage 'if it isn't broken, don't fix it', but in today's environment, an organized Patch Management system is a requirement to maintain system security. In fact, Patch Management is just as important as Antivirus protection to adequately protect your network from intrusion and infection. Consider engaging the IMC to manage your company's Patch Management needs so that you can rest assured that your network is being kept up to date with the current manufacturers' patches. The IMC offers two levels of Patch Management to meet your particular company's needs, server patch management and enterprise patch management.*



ITCare Bronze Level Support

1. Unlimited Phone and E-Mail support
 - Our highly trained network professionals will be available to respond to your technical questions via telephone and e-mail.
 - 15 minutes of remote control support included per incident to resolve technical issues (if applicable)

2. Quick response for phone and e-mail support requests

3. All hourly services will be discounted to \$90/hr for manufacturers and \$115/hr for non-manufacturers.

4. Terms and conditions
 - Phone and email support will be provided for issues that can be reasonably addressed with this method of support. The IMC network professional may determine a problem to be too difficult or complex to resolve over the phone or email which then would require an on-site visit that will be billed on an hourly basis.
 - Pricing based upon network size at the time of contract signing and fixed for length of the contract.
 - Support hours are 8am-5pm, Mon-Fri. After hours support may be negotiated.
 - Devices = (# of Servers + # of Workstations + # of Dedicated Network Printers)

Monthly Price = (Number of Servers + Workstations + Dedicated Network Printers) x \$5

Example:

Bronze	# of Devices		Cost / PCs		Total Monthly Price
Sample 1	10	x	\$5	=	\$50.00
Sample 2	25	x	\$5	=	\$125.00
Sample 3	45	x	\$5	=	\$225.00
Sample 4	75	x	\$5	=	\$375.00



ITCare Silver Level Support

1. Includes all benefits of the Bronze support level (\$130 value*)
2. Receive 25% discount for Enterprise Patch Management service (\$80 value*)
3. Includes optional *SBS 2003 Monitoring* service (if applicable) (\$100 value*)
4. Generate and maintain an inventory report of major hardware and software implemented in the company's network. The following would be tracked if applicable for each device:
 - a. Model and Serial Number
 - b. CPU type and speed
 - c. Memory size
 - d. Power protection type
 - e. Major software and versions
5. Schedule a regular on-site meeting to:
 - a. Review server health items such as:
 - i. Event Logs
 - ii. Email health and size tracking
 - iii. Hard drive utilization/capacity/growth/fragmentation
 - iv. Bad mail folder review and temporary folder sizes
 - v. Memory utilization
 - vi. Processor utilization
 - vii. Data backup being successfully created and capturing all server-based company data
 - viii. Perform a test restore from the backup device quarterly to ensure system is working properly
 - ix. Verify Anti-Virus software is configured and updating properly
 - x. Review anti-virus logs to ensure proper operation
 - xi. Other metrics specific to the company's environment
 - b. Generate a report to be provided to the company's designated representative that will focus on any issues of concern that may need further support attention and/or any trend information that should be considered to avoid future problems.
 - c. Discuss the IT environment with the company's representative to review miscellaneous network health issues and to discuss any future networking needs or initiatives that may have an impact on the current system.



ITCare Silver Level Support

6. Priority response to technical support requests.
7. All hourly services will be discounted to \$75/hr for manufacturers and \$95/hr for non-manufacturers.
8. Terms and conditions
 - a. Pricing based upon network size at the time of contract signing and fixed for length of the contract.
 - b. Devices = Personal Computers and shared network printers
 - c. Support hours are 8am-5pm, Mon-Fri. After hours support may be negotiated.
 - d. * Estimates based upon 1 server with 25 workstations.

Monthly Price = (Base Service: \$150) + (# of Servers x \$100) + (# of Devices x \$5)

Example:

Silver	Base		# of Servers		Cost / Servers		# of PCs		Cost / PCs		Total Monthly Price
Sample 1	\$150	+	1	x	\$100	+	10	x	\$5	=	\$300.00
Sample 2	\$150	+	1	x	\$100	+	25	x	\$5	=	\$375.00
Sample 3	\$150	+	1	x	\$100	+	45	x	\$5	=	\$475.00
Sample 4	\$150	+	1	x	\$100	+	75	x	\$5	=	\$625.00
Sample 5	\$150	+	2	x	\$100	+	45	x	\$5	=	\$575.00



ITCare Gold Level Support

1. Includes all benefits of *ITCare Bronze and ITCare Silver* support (\$375 value*)
2. Includes optional *Enterprise Patch Management* service (\$175 value*)
3. Generate and maintain an inventory report of major hardware and software connected to the company's LAN. The following would be tracked if applicable for each device:
 - a. Model and Serial Number
 - b. CPU type and speed
 - c. Memory size
 - d. Hard drive size
 - e. Power protection type
 - f. Major software and versions
4. Includes regular meetings with your IMC Network Engineer to focus on:
 - a. Specific system issues that the company has encountered since the last on-site visit.
 - b. Address any critical Server/Network/Client issues that have occurred or been discovered following the server review.
 - c. Meet with company management to discuss any new issues being considered and to report on the progress of previously scheduled tasks.
 - d. Refresh and update the IT vision that the company management has established to ensure that company objectives are being accomplished in congruency with the determined vision.
5. On-site IT services to correct network or operating systems configuration issues or to assist in hardware failures, specifically those discovered during the network review.
6. Unlimited support for Network Administrative functions
7. Highest priority response to technical support requests.
8. Network documentation will be created and maintained, plus guidance in physically organizing your computer room resources.
9. Any additionally contracted hourly services will be discounted to \$65/hr for manufacturers and \$80/hr for non-manufacturers.



ITCare Gold Level Support

10. Terms and Conditions

- a. Pricing based upon network size at the time of contract signing and fixed for length of the contract.
- b. Devices = Personal Computers + shared network printers
- c. * Estimates based upon 1 server with 25 workstations
- d. Network Administrative functions include server and workstation duties that are limited to the installed infrastructure and includes maintenance on: users, servers, printers, and workstations as the work relates to the infrastructure. End user applications are not covered in this agreement.
- e. Support hours are 8am-5pm, Mon-Fri. After hours support may be negotiated.

Monthly Price = (Base Service: \$500) + (# of Servers x \$150) + (# of Devices x \$10)

Example:

Gold	Base		# of Servers		Cost / Servers		# of PCs		Cost / PCs		Total Monthly Price
Sample 1	\$500	+	1	X	\$150	+	10	x	\$10	=	\$750.00
Sample 2	\$500	+	1	X	\$150	+	25	x	\$10	=	\$900.00
Sample 3	\$500	+	1	X	\$150	+	45	x	\$10	=	\$1100.00
Sample 4	\$500	+	1	X	\$150	+	75	x	\$10	=	\$1400.00
Sample 5	\$500	+	2	X	\$150	+	45	x	\$10	=	\$1250.00



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Optional Add-On Service Package

Microsoft Small Business Server (SBS) 2003 Monitoring: *This service is only available to Small Business Server 2003 users.*

1. IMC Engineers will receive and review the daily Server Performance Report from your company's SBS 2003 server. This report lists general performance counters and errors that occurred on the server during the previous 24 hours. The report will be reviewed daily and actions will be recommended based upon the report's content. Any IMC response that requires on-site or remote attention will be billed in quarter-hour increments in addition to the monthly monitoring support fees, unless covered by an annual support contract.
2. IMC Engineers will receive and review a bi-weekly Server Usage Report which shows 2 weeks of trend data. This report is useful for highlighting growth and usage trends that are difficult to see on a daily snapshot. Based upon the review of this report, the IMC Engineers may perform or suggest actions to be taken. Any IMC response that requires on-site or remote attention will be billed in quarter-hour increments in addition to the monthly monitoring support fees, unless covered by an annual support contract

Cost \$100 / month, based upon an annual contract



Optional Add-On Service Package

Enterprise Patch Management Service:

1. Patch all Windows Servers with Microsoft identified critical patches
2. Research and install needed patches to the other Microsoft Server products (SQL Server, ISA Server, Exchange Server) within 2 weeks of being released by Microsoft.
3. Install Microsoft Operating System patches on client computers within the network.
4. Terms and Conditions
 - a. Due to the nature of patch installation, the IMC is not liable for any negative impact that is caused by patch installation, including system errors and data loss. Any problems that are caused based upon a manufacturer supplied patch will be rectified by the IMC staff person on an hourly billable basis according to the discount level of the company's service contract.
 - b. A successful full system backup must be performed prior to the IMC's installation of any patch. The client is responsible to ensure that a complete and successful backup was performed. In the event that this isn't accomplished, the IMC Engineer will either reschedule the appointment to apply the patches or perform a backup previous to the patch installation. Any additional time incurred while waiting on the backup to complete will be billed separately.
 - c. The default set of patches to be applied are Microsoft Server patches from Windows 2000 Server and newer plus Exchange 2000, ISA 2000, and SQL 2000 and newer, Microsoft Operating System patches from Windows 2000 and newer and Microsoft Office patches from Office 2000 and newer. Other patches may be included per negotiations with clients.
 - d. Pricing based upon network size at the time of contract signing and fixed for length of the contract.

Price = (Number of Servers x \$75) + (Number of PCs x \$4) = Price

Patch	# of Servers	x	Cost / Servers	+	# of PCs	x	Cost / PCs	=	Total Price
Sample 1	1	x	\$75	+	10	x	\$4	=	\$115.00



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***ITCare* Support Options**

Contract Services: Not interested in an annual support contract, but would prefer a “pay-as-you-go” relationship with the IMC?

1. Phone support
 - Any call seeking IT technical support/technical information (anything non-sales related), will be billed at our full billing rate in quarter-hour increments with a quarter-hour minimum charge per call. If an on-site visit is preferred instead of phone support, then an appointment will be made to schedule on-site IT support which will be billed at our full billing rate with a half-hour minimum charge associated.
2. Hourly services will be billed at \$100/hr for manufacturers, and \$125/hr for non-manufacturers.
3. Requests for service will be scheduled and fulfilled in a timely manner
4. E-mail Support
 - E-mail requests received for IT technical support/technical information (anything non-sales related), will be returned with a phone call. These calls will be billed in quarter-hour increments.