Monthly Support Plans (MSPs)

FEATURES:	SILVER	GOLD
24x7 Maintenance and Monitoring of the Following:	X	X
• **Workstation (Computer and Laptop) and Server Performance/Uptime**	X	X
• **CPU Utilization** … so we know if your computer is fast enough for what you do	X	X
• **Memory Utilization** … so we know if your computer is fast enough for what you do	X	X
• **Hard Disk Space** … so you do not run out of disk space	X	X
Anti-virus Signature Updates … to keep you safe and secure	X	X
Virus and Malware and Spyware Removal ...to keep you safe and secure	X	X
Remote Access Agent Installed on Computers … so we can provide remote support anytime	X	X
Asset Tracking of Hardware and Software … so you know your current inventory	X	X
Backup Success or Failure Monitoring … so you can be assured your backups are working	X	X
Temporary File/Internet Debris Removal … to free up disk space	X	X
Automatic Email Notification of Unusual Events … so we can fix before becomes major problem	X	X
Predictive Hardware Failure … so we can fix before becomes major problem	X	X
Unlimited and Automatic System Windows Updates … to keep you secure	X	X
Unlimited Remote/Phone Support During Business Hours ….... **Provided by our U.S.-Based Service Desk with a 2-Minute Response Time**	X	X
Unlimited Remote/Phone Support After Business Hours ….... **Provided by our U.S.-Based Service Desk with a 2-Minute Response Time**		X
Unlimited Onsite Visits for Support Issues (except for Line of Business applications)		X
Quarterly Status Meeting with Executive Summary Report Including:		X
• Overall Network Health Score (From 1 to 100)		X
• Server and Workstation Availability		X
• Server and Workstation CPU Utilization		X
• Server and Workstation Memory Usage		X
• Server and Workstation Security and System Update Status		X
• Server and Workstation Antivirus Status		X
• Server and Workstation Disk Space Utilization		X
• Quantity of Removed Spyware Threats		X
• Quantity of Removed Unnecessary Temporary Files		X
• Quantity of Installed Security and System Updates		X
• Successful and Failed Daily Backup Log		X
• Percentage Distribution of Operating Systems on Servers and Workstations		X
• Quantity of Managed Assets		X
Support Portal for End Users (A secure web site to submit tickets and review work status)		X
PBX and Voice Over IP (VOIP) Administration (for Tekfix-installed systems only)		X
Firewall Administration and Support (for Tekfix-installed systems only)		X
Hardware/Software Procurement Services (we find the right systems for you …don't let vendors mislead you by saying you need to buy things you do not need or are not a fit for your organization)		X
See Service Request Agreement for more details on differences between Silver and Gold		

Tekfix 888-9-TEKFIX sales@tekfix.net www.tekfix.net