



## IT Service Contracts

C3 San Diego is proud to offer its business customers the ability to purchase Managed Solutions Service Contracts. You may ask yourself "Why do I need a service contract?"

By purchasing a service plan you are essentially hiring C3SD to become your IT consultant for a set amount of time. By inviting us into your office a few times a month we are able to constantly monitor your network and prevent problems from arising. This in turn allows your business to become more productive as there is little to no downtime. In addition to preventing problems, a service contract guarantee's that if a problem does arise, you are a priority, and one of our techs will log in remotely or be onsite in a timely matter to fix the problem.

C3 San Diego offers two types of plans for different business models.

### **Plan 1 – Hourly Break/Fix**

As agreed upon by C3 San Diego and your business, C3SD will provide onsite scheduled support at a discounted hourly rate for your contracted amount of hours. During these visits C3SD will ensure your network is operating properly, and all systems are patched and up to date. You may feel free to provide a list of items you would like addressed during this time, such as installing a new desktop or setting up a new user account.

In addition, monitoring software is configured on the Windows Server to send daily reports to C3SD. This allows us to analyze performance issues, such as a hard drive reaching capacity, or a service which is not operating properly.

In the event an unforeseen emergency arises you can rest assured knowing that C3SD will arrive onsite within the time outlined in your contract to fix the problem.

If the emergency occurs early in the month, remaining onsite scheduled hours may be credited towards the emergency onsite repairs. Any additional time required will be billed at the discounted hourly rate. Hourly service contracts are billed month to month but do require 45 day notice before the termination of the contract.

#### *Example of Plan #1*

**Company:** XYZ CORP running Small Business Server 2003 and a 5 Desktop network

**Monthly Charge:** \$210 – a \$15/hour savings over the Standard Small Business Rate

**Scheduled onsite dates:** 1<sup>st</sup> & 3<sup>rd</sup> Wednesday of each Month @ 1pm

**Time Onsite per Visit:** 1.5 hours

**Phone Support:** .5 hours included

**Daily Monitoring:** Network & Server Status Reports sent to C3SD

During the first scheduled 1.5 hour onsite visit C3SD performs normal network diagnostics and checks the server to ensure smooth operations. All Desktops are analyzed to ensure virus protection is up to date and all Windows Updates have been applied. The tech troubleshoots one user's issue with a shared folder. Instruction is presented to employee's for accessing their VPN remotely and Outlook Web Access.

On the 15<sup>th</sup> of the month, (after one scheduled onsite visit has been preformed) XYZ contacts C3SD and informs us that a computer has lost connection to the network. Over the phone we unsuccessfully attempt to fix the problem. C3SD shows up within 2 hours and



determines shortly thereafter that a chair has rolled over a network cord and cut the interior wires. The problem is fixed within 1 hour. The customer now has 2 options;

1. Credit the remaining half hour towards a 2 hours visit the next month.
2. Pay the discounted rate (\$70) for this emergency visit and retain the second scheduled visit for the month on the 3<sup>rd</sup> Wed.

Depending on your company's needs, additional visits per month or length of visit can be expanded. The standard Discounted Small Business Rate for contract holders is \$70/hour, a \$15 per hour discount for two 1.5 hour visits. Rates and number of hours are negotiable.

## **Plan 2 – Tiered Managed Solutions Service Level Agreements**

C3 San Diego is proud to now provide Service Level Agreements for your Small Business Network. The cost of this plan is tiered, based upon the number of Servers and Desktops in your organization and the Service Level required. Beginning with Tier 1 we will **prevent problems** by providing **Proactive Monitoring** of your Business Server and Network, Managed Virus Protection and proper Patch Management. If during Monitoring, we determine an issue is to arise we alert you with a plan of attack or fix it remotely. Depending on the required services, your company will fall into one of the following 3 Tiers.

### **Tier 1**

- Network & Internet Connection Monitoring of the Server and Router
- Full Small Business Server Support (Covers all issues pertaining to Hardware & Software)
- Remote Monitoring of Server Logs
- Bi-Monthly Diagnostic Reports For Dell Power Edge Servers
- Patch Management Protection for Server and all Desktop Machines
- Installation of Windows Update Server, if requested
- Managed Virus Protection of all Machines (Product Licensing Additional)
- Configuration and maintenance of an On-Site Backup Routine
- Off-Site Backup of 1GB of data files to C3SD's Backup Server
- Phone and Remote Desktop Support for Server Issues
- Discounted On-Site hourly rate for all non-covered issues

### **Tier 2**

- All of Tier 1 plus
- Installation of Health Monitor on Main Server to Monitor Events
- Monitoring Status Reports sent via email to C3SD
- Support for Desktop Systems (Hardware Issues, Network Connectivity and Operating System Support)
- Office Suite Support including Office 2007
- C3SD Spyware Package including weekly scans of all Machines
- Phone and Remote Desktop Support for Desktop and Laptop Issues
- Minimum of one On-Site scheduled visit per month for installation of new Hardware or Software, general network maintenance network testing
- Discounted On-Site hourly rate for additional Desktop or Laptop application troubleshooting

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### Tier 3

- All of Tier 1 & 2 plus
- Full Support for all Desktop Machines and Applications. (Covers all issues which may arise)
- Visits as requested by the client

<b>Rates:</b>	<b>Tier 1</b>	<b>Tier 2</b>	<b>Tier 3</b>
Base Fee	\$100.00	\$150.00	\$650.00
Fee Per Server	\$60.00	\$75.00	\$75.00
Fee Per Desktop	\$20.00	\$30.00	\$45.00
Fee Per Laptop	\$25.00	\$35.00	\$50.00
Discounted Hourly Rate	\$70.00	\$70.00	N/A

In the event of an emergency regarding your Small Business Server or Network Connectivity there will be no additional out of pocket expense for labor under Tier 1. Tier 2 expands this to cover all Desktop Hardware, Operating System and Office Suite issues. Finally Tier 3 is essentially like having an IT person on staff for a quarter of the monthly cost. All issues that may arise with your machines or network will be covered. Please note these Service Level Agreements do not cover the cost of software or replacement hardware should an issue arise.

Regardless of tier selected a solid backup routine consisting of both On and Off-Site storage will be implemented as part of any C3 Service Plan.

Service Level Agreements are signed in 4 month increments but are billed monthly. Generally all Service Level Agreements oversee normal hours of operation Monday Through Friday 7am to 7pm, however additional hours can be included for an additional rate.