



**TechnologyEdge Managed Service Plans\* cut your I.T. spending in half by proactively monitoring your network and remotely performing preventative maintenance and reporting...all without contracts!**

By introducing **TechnologyEdge** managed services, we are providing our clients with state of the art 24/7 network monitoring, monthly reporting, troubleshooting, and repair. **TechnologyEdge** managed services detect and report system errors, often correcting them without any disruption to you. If escalated support is needed, our help-desk Certified Technicians are standing by.

We have 3 Plans that include **Advanced** all-inclusive support, **Standard** monitoring and project work, and **Basic** monitoring and reporting. See inclusion chart below:

	Advanced	Standard	Basic
No service contract required	✓	✓	✓
24/7 Network Monitoring with monthly system health reports	✓	✓	✓
Switches, routers, firewalls, and printers (physical printers) Monitoring	✓	✓	✓
Anti-Virus Monitoring**	✓	✓	✓
Backup System Monitoring	✓	✓	✓
Desktop and Server Monitoring	✓	✓	✓
Patch management	✓	✓	✓
30 day free trial of the TechnologyEdge monitoring agent	✓	✓	✓
Support of common 3 <sup>rd</sup> party products such as Adobe, Java, or Flash	✓	✓	
3 <sup>rd</sup> party products covered under a manufacturer support contract	✓	✓	
Printing systems functions, such as default printer & network connectivity	✓	✓	
Minor software updates and service packs	✓	✓	
Server issues requiring onsite visits	✓		
Desktop issues requiring onsite visits	✓		



**Advanced & Standard** plans are recommended for organizations with 15 or more devices, however may be suitable for smaller groups, depending on circumstances.

**TechnologyEdge Managed Services** pricing is calculated according to the devices the TechnologyEdge agent monitors on your network. These include Workstations, Servers, Domain Controllers, Virtual Server Hosts, Member Servers, Microsoft SQL Servers, and/or Exchange Servers.

“Project Work” is any task that involves the addition of new hardware or software that was not on the system at the beginning of coverage by any Managed Services plan, such as adding a new desktop or server or installing a new application. Project Work rates are billed according to the plan chosen.



\*Exclusions: Non-Microsoft operating systems (Macintosh/Linux). 3<sup>rd</sup> party products that are not covered under a current manufacturer support plan. Accounting software products, Operating system upgrades or full version software application upgrades. Hardware that is older than 5 years. Servers that are out of warranty. Moving computer/network equipment. Cabling. Repair of switches, routers, firewalls, and printers (Physical printers). Software that is more than two versions old. (Example – Office 2000 or Windows 2000.), and the cost of hardware.  
 \*\*Coverage only applies to standardized security systems.