

Managed Services Agreement



**AFFORDABLE
COMPUTER
SOLUTIONS**
FAST RESPONSE • INTEGRITY DRIVEN



Section 1: Service Agreement Terms

This Agreement between **TBD** (“Client”) and Affordable Computer Solutions, Inc. (“ACS”) is effective **TBD** (“Effective Date”) and shall remain in force for the Initial Term described in Section 1(e). This Agreement will be reviewed on each annual anniversary date to address any necessary adjustments or modifications. Any changes that affect monthly fees shall be negotiated and agreed to by both parties in writing.

- a. This Agreement may be terminated by the Client upon thirty (30) days written notice if the other Party:
 - I. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
 - II. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice.
 - III. Terminates or suspends its business operations unless it is succeeded by a permitted assignee under this Agreement.
- b. If either party terminates this Agreement, Affordable Computer Solutions, INC will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay AFFORDABLE COMPUTER SOLUTIONS, INC the actual costs of rendering such assistance billed at \$1,499.99 flat fee. Actual costs could include but are not limited to: Training, data transfer, license transfers or equipment de-installation.
- c. Client agrees to allow AFFORDABLE COMPUTER SOLUTIONS, INC to assign, delegate, and subcontract services to third party competent contractors approved by AFFORDABLE COMPUTER SOLUTIONS, INC .
- d. ACS reserves the right to terminate this Agreement with thirty (30) days’ written notice in the event of Client’s material breach, non-payment, or other material failure to cooperate that prevents ACS from providing Services.
- e. This Agreement automatically renews for successive one (1) year terms beginning on the day immediately following the end of the Initial Term of Thirty-Six (36) months (ending **TBD**), unless either party gives the other at least thirty (30) days’ prior written notice of its intent not to renew.
- f. This Agreement may be terminated by the Client upon thirty (30) days written notice with cancellation fee. If the Client cancels before the end of the 36-month term, the Client agrees to pay 50% of the remaining contract value.
- g. If Client requests ACS to begin onboarding, transition, or preparatory work prior to the Effective Date, such work shall be billed on a pro-rated basis at the applicable managed services daily rate (monthly fee divided by 30) or at project rates as applicable, unless otherwise stated in a signed addendum.
- h. Through the negotiations of this agreement, ACS agreed that all services in this agreement would be included, and any projects would be billed at \$179.99 per hour. Low Voltage wiring and security Cam installations are not included and would be billed accordingly.
- i. (“ACS”) is committed to delivering high-quality, professional managed services. If Client believes that ACS is not meeting its obligations under this Agreement, Client must provide ACS with a detailed written notice describing the specific deficiencies or concerns. Upon receipt of such notice, ACS shall be afforded a reasonable opportunity to investigate and remedy the identified issues. The parties agree to a mutually agreed-upon remediation period not to exceed forty-five (45) days from the date of the written notice. If ACS fails to materially cure the identified deficiencies within the remediation period, and Client remains dissatisfied despite ACS’s good-faith efforts, Client may terminate this Agreement for cause without incurring early termination penalties or accelerated fees under Section 1(f). In such event, standard offboarding assistance, shall be billed in accordance with Section 1(b) at the then-current offboarding rate. This performance clause applies only to termination for ACS default and does not waive Client’s payment obligations for services already rendered prior to termination.

Section 2: Payment Schedule

Fees will be **TBD** per month plus applicable taxes, invoiced to Client on a monthly basis, and will become due and payable on the first day of service each month **via a AUTOPAY credit card on file or an ACH debit**. Service, including but not limited to Computer Access, Office 365 License usage or Network Accessibility, will be suspended if payment is not received within 10 days following date due. Refer to Appendix B for AFFORDABLE COMPUTER SOLUTIONS, INC Managed Services covered by the monthly fee under the terms of this Agreement.



It is understood that any and all Services requested by Client that fall outside of the terms of this Agreement will be considered Projects, and will be quoted and billed as separate, individual Services. An initial setup fee may apply, to begin a proposed Project. Upon completion of the project, billing will begin effective immediately.

It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for services or materials rendered under this Agreement. Client shall pay any such taxes unless a valid exemption certificate is furnished to AFFORDABLE COMPUTER SOLUTIONS, INC for the state of use.

Section 3: Applicable Coverage

Remote Helpdesk, Onsite Support and Vendor Management of Client's IT networks will be provided to the Client by AFFORDABLE COMPUTER SOLUTIONS, INC through all means between the hours of 8:00 am – 6:00 pm Monday through Friday, excluding public holidays. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions, as well as Services that fall outside this scope will fall under the provisions of Appendix B.

Support and Escalation

AFFORDABLE COMPUTER SOLUTIONS, INC will respond to Client's Trouble Tickets under the provisions of Appendix A, and with best effort after hours or on holidays. Trouble Tickets must be opened via our customized portal or by phone if the internet is unavailable. Each call will be assigned a Trouble Ticket number for tracking. Our escalation process is detailed in Appendix A, which is provided as an attachment herein.

Service outside Normal Working Hours

Emergency services performed outside of the hours of 8:00 am – 6:00 pm Monday through Friday, excluding public holidays, shall be subject to provisions of Appendix B.

Actual Liability Limitations

In no event shall AFFORDABLE COMPUTER SOLUTIONS, INC be held liable for indirect, special, incidental or consequential damages arising under this contract, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, costs of substitute equipment, or other costs. AFFORDABLE COMPUTER SOLUTIONS, INC or its suppliers shall not be liable for any indirect, incidental, consequential, punitive, economic or property damages whatsoever (including any damages for loss of business profits, business interruption, loss of data or other pecuniary loss) arising out of this Agreement.

Service Operations Disclaimer

Client grants AFFORDABLE COMPUTER SOLUTIONS, INC, authorization to view any data within the regular routine of the repair or system improvement. Client also authorizes AFFORDABLE COMPUTER SOLUTIONS, INC to reasonably delete, change, and/or rewrite any necessary information to complete the system repair or improvement that is consistent with the standards and practices in the industry.

section 4: Additional Services

Support for Hardware and Software

AFFORDABLE COMPUTER SOLUTIONS, INC shall provide support and replacement of all hardware and systems specified in Appendix B, provided that all Software is Genuine, Currently Licensed, and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client's authorization to incur them.

Monitoring Services Provided Under This Agreement

AFFORDABLE COMPUTER SOLUTIONS, INC will provide ongoing monitoring and security services of all critical devices as indicated in Appendix B. AFFORDABLE COMPUTER SOLUTIONS, INC will provide monthly reports as well as document critical alerts, scans and event resolutions to Client. Should a problem be discovered during monitoring, AFFORDABLE COMPUTER SOLUTIONS, INC shall make every attempt to rectify the condition in a timely manner through remote means.



Section 5: Existing Environment Suitability Requirements

Minimum Equipment Standards for Suitability

In order for Client's existing environment to qualify for AFFORDABLE COMPUTER SOLUTIONS, INC 's Managed Services, the following requirements must be met:

- a. All Servers with Microsoft Windows Operating Systems must be running Windows 2016 Server or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- b. All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows Eleven (11) or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- c. All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- d. The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
- e. The environment must have a currently licensed, Vendor-Supported Server-based Backup Solution that can be monitored, and send notifications on job failures and successes.
- f. The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- g. All Wireless data traffic in the environment must be securely encrypted.
- h. All Equipment must be newer than Four (4) years old and no older than Five (5) years.

Dealing with Chronically Failing Equipment

Experience has shown that equipment belonging to the client that has initially passed Minimum Standard Requirements for Service can reveal itself to become chronically failing. This means that the equipment repeatedly breaks down and consistently causes user and business interruption even though repairs are accomplished. Should this occur, while rare, the client agrees to work constructively and positively with AFFORDABLE COMPUTER SOLUTIONS, INC to replace the equipment at an additional cost through AFFORDABLE COMPUTER SOLUTIONS, INC.

Hardware Equipment Agreement "Where applicable"

Client agrees that all equipment provided by AFFORDABLE COMPUTER SOLUTIONS, INC will remain the sole property of AFFORDABLE COMPUTER SOLUTIONS, INC, which retains a 100% security interest. Client will not attempt to sell, resale, tamper, troubleshoot, repair, move, add, etc. to this equipment without written permission of AFFORDABLE COMPUTER SOLUTIONS, INC. Should this contract be terminated by either party, client agrees to return the property listed in Proposal, or after acquired, to AFFORDABLE COMPUTER SOLUTIONS, INC within 10 days after the final cancellation date. Customer further acknowledges and gives permission to AFFORDABLE COMPUTER SOLUTIONS, INC to take possession of equipment listed in the Proposal from location listed in event of contract termination after 10 day grace period, and agrees to compensate AFFORDABLE COMPUTER SOLUTIONS, INC for expenses accrued during the recovery in addition to all amount owing under the balance of the agreement.

Client agrees and understands that AFFORDABLE COMPUTER SOLUTIONS, INC Equipment is to be maintained completely by AFFORDABLE COMPUTER SOLUTIONS, INC . Any tampering, repair attempt or service completed by another party on the equipment listed in Proposal could result in the immediate cancellation of this agreement.

Client agrees to make all logical and earnest attempts to keep equipment safe, secure and protected while in their possession. Client agrees to keep current insurance on AFFORDABLE COMPUTER SOLUTIONS, INC supplied equipment while in their possession and list AFFORDABLE COMPUTER SOLUTIONS, INC as an additional loss payee. Client will provide proof thereof to AFFORDABLE COMPUTER SOLUTIONS, INC that it (AFFORDABLE COMPUTER SOLUTIONS, INC) is listed as an additional loss payee, providing a current copy of its insurance declaration sheet showing AFFORDABLE COMPUTER SOLUTIONS, INC as a loss payee specifically for mobile equipment coverage. Client further agrees to be responsible for any and all costs for the repair or replacement of AFFORDABLE COMPUTER SOLUTIONS, INC supplied equipment while in their possession should it be damaged or repaired by an unauthorized third party.

Should AFFORDABLE COMPUTER SOLUTIONS, INC 's customer default, permission is granted to enter their premises at any time, with or without permission, and remove all of AFFORDABLE COMPUTER SOLUTIONS, INC 's hardware, and all efforts to recover such property will be deemed consensual and not a trespass. Customer agrees to fully cooperate and will not interfere in any way, including but not limited to involving law enforcement. Customer acknowledges that the hardware provided under this agreement belongs to AFFORDABLE COMPUTER SOLUTIONS, INC , which retains a 100% Security Interest, and AFFORDABLE COMPUTER SOLUTIONS, INC may repossess without notice, upon breach of this agreement by customer.



Section 6: Services Not Included Under Agreement

Service rendered under this Agreement does not include the following:

- a. Parts, equipment or software for Client telecommunications systems which are not specifically listed in the Sales Quote# **TBD**.
- b. The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
- c. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
- d. The cost to bring the Client's environment up to the minimum standards required for Services.
- e. Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- f. Service and repair made necessary by the alteration or modification of equipment other than that authorized by AFFORDABLE COMPUTER SOLUTIONS, INC, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than AFFORDABLE COMPUTER SOLUTIONS, INC.
- g. Maintenance of Applications software packages, whether acquired from AFFORDABLE COMPUTER SOLUTIONS, INC or any other source unless specified in Sales Quote# **TBD**
- h. Programming (modification of software code) and program (software) maintenance.
- i. Moving service address
- j. This proposal does not include replacement of parts required for repairs on printers, screens or peripherals, (PDA's, Point of Sale Scanners, Digital Cameras, Cell Phones nor any other specialized accessory), unless this equipment was originally provided under this agreement. All labor required for installation of the above devices is covered under this agreement.

Consumables such as printer maintenance kits, toner, ink, batteries, paper, etc. are not included or covered under this service agreement and will be invoiced separately.

Section 7: Confidentiality of Service

AFFORDABLE COMPUTER SOLUTIONS, INC and its agents may use Client information, as necessary to or consistent with providing the contracted services, and will use best efforts to protect against unauthorized use.

In order to fulfill AFFORDABLE COMPUTER SOLUTIONS, INC's duties and responsibilities of maintaining network security and confidentiality, administrative passwords will be retained by AFFORDABLE COMPUTER SOLUTIONS, INC and not released to the Client or other third parties.

Upon the mutual agreement of AFFORDABLE COMPUTER SOLUTIONS, INC and the Client, including payment of all sums due to AFFORDABLE COMPUTER SOLUTIONS, INC, passwords and other administrative codes will be released to the Client or others at the Client's written direction.

Section 8: Jurisdiction and Venue of Enforcement

This agreement shall be governed by, construed, and enforced in accordance with the laws of the State of Florida. Jurisdiction and venue shall exclusively lie in the County of Pinellas, City of Largo. It constitutes the entire Agreement between Client and AFFORDABLE COMPUTER SOLUTIONS, INC for monitoring/maintenance/service of all equipment listed in "Appendix B". This agreement can be modified by a signed written Addendum by both parties.

If any collection action, litigated or otherwise, is necessary to enforce the terms of this agreement, AFFORDABLE COMPUTER SOLUTIONS, INC shall be entitled to reasonable attorneys' fees and costs in addition to any other relief to which it may be entitled.

If any provision in this agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any way.

AFFORDABLE COMPUTER SOLUTIONS, INC is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.

Section 9: Annual Price Increase

The parties agree that the prices outlined in this contract are subject to an annual adjustment. Commencing on the one-year anniversary of the contract's effective date—and on each subsequent anniversary thereafter—the prices specified herein shall be increased by a fixed rate of 5%. This adjustment will apply to the total contract value and will take effect automatically each year without the need for further negotiation or amendment to this contract.



Section 10: Number of Devices/Users and Addition of New Devices/Users+

See “**Covered Equipment**” the last page. This Agreement covers the network, 10 Desktops, 10 Users, 1 Network, 1 Website, 3 Servers. If the client wishes to add a new device to the scope of services covered under this agreement, a fee of \$179.99 (USD) per additional device Per Month will apply. Adding a new User, a fee of \$99.99 (USD) per additional User Per Month will apply. These Fees cover the integration, configuration, and ongoing management of the newly added device/user within the managed services provided in this agreement.

Section 11: Non-Solicitation of Employees

The Client agrees that during the term of this Agreement and for a period of twelve (12) months following its termination or expiration, the Client shall not, directly or indirectly, solicit, hire, engage, or attempt to hire or engage any employee, contractor, or representative of Affordable Computer Solutions, Inc. (“ACS”) for employment or services outside the scope of this Agreement without the prior written consent of ACS.

Any violation of this provision shall result in the Client being liable to ACS for a placement fee equal to fifty percent (50%) of the employee's or contractor's annual compensation, which shall be payable within thirty (30) days of the employee's or contractor's departure from ACS.

Section 12: Acceptance of Terms and Conditions

This Service Agreement covers those services and equipment listed in Appendices A & B, Quotes #: **TBD**, or as modified with an addendum which may result in an adjustment to the Client's monthly charges. Should client wish to acquire additional equipment or services and wants AFFORDABLE COMPUTER SOLUTIONS, INC to provide service, prior approval from AFFORDABLE COMPUTER SOLUTIONS, INC must be obtained.

The undersigned, for value received and hereafter valued, hereby unconditionally guarantee(s) to AFFORDABLE COMPUTER SOLUTIONS, INC , a Florida corporation, full payment of all sums due and owing, pursuant to the terms indicated.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

Customer:

Signature: _____

Name / Title: _____

Date: _____

Affordable Computer Solutions, Inc.

Signature: _____

Name / Title: _____

Date: _____



Managed Services Agreement: Appendix A

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response time (in hours)*	Resolution time (in hours)*	Escalation threshold (in hours)
Service not available (all users and functions unavailable)	As needed	Within 1 hour	ASAP – Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected)	As needed	Within 1.5 hours	ASAP – Best Effort	4 hours
Limited degradation of service (limited number of users or functions affected, business process can continue)	Ongoing	Within 5 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected)	Ongoing	Within 24 hours	ASAP – Best Effort	72 hours

Support Tiers *The following details and describes our Support Tier levels:*

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

Managed Services Agreement: Appendix A (cont.)

Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support:

5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control – Issue is verified to be resolved
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 1 Support:

8. Issue is escalated to Tier 2 Support
9. Issue is qualified to determine if it can be resolved by Tier 2 Support



If issue can be resolved through Tier 2 Support:

- 10. Level 2 Resolution - issue is worked to successful resolution
- 11. Quality Control –Issue is verified to be resolved
- 12. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 2 Support:

- 13. Issue is escalated to Tier 3 Support
- 14. Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

- 15. Level 3 Resolution - issue is worked to successful resolution
- 16. Quality Control –Issue is verified to be resolved
- 17. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support:

- 18. Issue is escalated to Onsite Support
- 19. Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

- 20. Onsite Resolution - issue is worked to successful resolution
- 21. Quality Control –Issue is verified to be resolved
- 22. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

Managed Services Agreement: Appendix B

Description – Workstation & Help Desk Support	Frequency	Included
12x5 Live remote technical support “8:00am-9pm”	As needed	Yes
8:00 am – 6:00 pm M-F onsite support	As needed	Yes
Anti-virus updates	Ongoing	Yes
Spyware scan and removal	Ongoing	Yes
Patch management	Ongoing	Yes
Temporary file deletions	Ongoing	Yes
labor on workstations	As needed	Yes
Workstation Parts Included. *Must have a connected Battery Backup*	As needed	No

Description – Servers	Frequency	Included
Manage servers	Ongoing	Yes
Check print queues	Ongoing	Yes
Monitor all server services	Ongoing	Yes
Keep service packs, patches, and hotfixes current as per company policy	Ongoing	Yes
Check event log of every server and identify any potential issues	Ongoing	Yes
Monitor hard drive free space on server	Ongoing	Yes
Hosted Exchange Server user/mailbox management	Ongoing	Yes



Monitor Active Directory replication	Ongoing	Yes
Monitor WINS replication	Ongoing	Yes
SQL server management	Ongoing	Yes
Reboot servers if needed	As needed	Yes
Run Defrag and Check-Disk on all drives	Ongoing	Yes
Scheduled off time server maintenance	As needed	Yes
Install supported software upgrades	As needed	Yes
Determine logical directory structure, Implement, MAP, and detail	As needed	Yes
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc.)	As needed	Yes
Check status of backups	Ongoing	Yes
Alert Client to dangerous conditions	Ongoing	Yes
- Memory running low	Ongoing	Yes
- Hard drive showing sign of failure	Ongoing	Yes
- Hard drive running out of disk space	Ongoing	Yes
- Controllers losing interrupts	Ongoing	Yes
- Network Cards report unusual collision activity	Ongoing	Yes
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	Yes
Clean and prune directory structure, keep efficient and active	As needed	Yes
Labor on Server	As Needed	Yes
Parts on Server	As needed	No

Description – Disaster Recovery	Frequency	Included
Disaster recovery of server(s) , Workstation(s)	As needed	Yes
Daily incremental backup	Ongoing	Yes
Offsite backup	Ongoing	Yes
Same day server virtualization	As needed	Yes

Description – Devices	Frequency	Included
Manage network printers	As needed	Yes
Manage other networked devices	Ongoing	Yes
Manage PDAs/smartphones	As needed	Yes

Description – Networks	Frequency	Included
Check router logs	As needed	Yes
Performance monitoring/capacity planning	Ongoing	Yes
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Ongoing	Yes

Description – Security	Frequency	Included
Check firewall logs	As needed	Yes
Confirm that antivirus definition auto updates have occurred	Ongoing	Yes
Confirm that antispyware updates have occurred	Ongoing	Yes
Confirm that backup has been performed on a daily basis	Ongoing	Yes
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As needed	Yes
Permissions and file system management	Ongoing	Yes
Set up new users, including login restrictions, passwords, security, applications	As needed	Yes
Set up and change security for users and applications	As needed	Yes
Monitor website use	As needed	Yes



Website content filtering	Ongoing	Yes
Email SPAM protection	Ongoing	Yes
Monitor for unusual activity among users.	Ongoing	Yes

Description – Applications	Frequency	Included
Ensure Microsoft Office applications are functioning as designed	Ongoing	Yes
Ensure line of business applications are functioning as designed	Ongoing	Yes

Description – Vendor Management	Frequency	Included
Manage the following vendor relationships:	As needed	Yes
- Phone, Telco, and Internet	As needed	Yes
- Copiers	As needed	Yes
- Faxes and scanners	As needed	Yes
- Website designer and hosting company	As needed	Yes
- Proprietary software applications	As needed	Yes

Description – N/A	Frequency	Included
Website-Design and Edits - Annual Full Website Redesign	Ongoing	Yes
Graphic Design – Video Editing –.	Ongoing	Yes
VPN Wire Guard Support	Ongoing	Yes
Web SSL, Domain Name Reg and Hosting	As needed	No

Description – Professional Services	Frequency	Included
Technology solution design and development	As needed	Yes
Proof of concept lab testing	As needed	Yes
Onsite implementation and project management	As needed	Yes
Rental equipment and training room facility (based on availability)	As needed	Yes
Technology meetings with your trusted advisor	As needed	Yes

Description – Complete Hardware Solutions	Rate
Remote PC management/Help Desk 8:00 am – 6:00 pm M-F	Included
Remote printer management 8:00 am – 6:00 pm M-F	Included
Remote network management 8:00 am – 6:00 pm M-F	Included
Remote server management 8:00 am – 6:00 pm M-F	Included
24x7x365 network monitoring	Included
Lab labor 8:00 am – 6:00 pm M-F	Included
Onsite labor 8:00 am – 6:00 pm M-F	Included
Remote PC management 6:01 pm-9pm M-F	Included
Remote printer management 6:01 pm-9pm M-F	Included
Remote network management 6:01 pm-9pm M-F	Included
Remote server management 6:01 pm-9pm M-F	Included
Lab labor 6:01 pm-9pm M-F	Included
Onsite labor 1-hr minimum 6:01pm-9pm M-F	\$179.99 Per hour.



