

Zēbis

Technology Service & Consulting



** IT Support **

Support Options

Essential Updates to Complete Managed Support

Choose the Plan that Fits Your Needs



Essential IT Support Options

Monthly Service

Essential Maintenance \$89/month per computer

- Essential Updates
- Backup Performed
- Backup Verified
- Image Performed
- Image Verification (2 times/year)
- Full Security Updates (Core)

Essential Updates \$29/month per computer

- Review Hardware Logs
- Review Error System Logs
- Review Antivirus Logs
- Critical Security Updates (Core)
- Full Security Updates (Core) Add-On (\$44)

Essential Support service is the first step to assuring your systems will remain operational and your data is safe and accessible.



Managed IT Support Options

Silver **\$149/month per computer**

- Standard Hours Access to Full Help Desk
- Review Hardware Logs
- Review Error System Logs
- Review Antivirus Logs
- Full Security Updates (Core)
- Backup Performed
- Backup Verified
- Image Performed
- Image Verification (2 times/year)

Gold **\$179/month per computer**

- All the benefits of Silver Support plus
- 3rd Party Coordination
- Antivirus Monitoring
- Critical Application Security Updates
- Driver Updates
- Software Auditing and Tracking
- Password Management
- PDA or Supplemental Computer Support

Silver and Gold Support require a 3 computer minimum.

Take the step beyond Essential Support to Managed Support. Be confident that your systems, your data, your security are being proactively managed. Mitigate downtime with scheduled service and advance issue resolution. Managed Support means peace of mind.



Complete Managed IT Department Support

Monthly

\$199 per computer

\$230 per location infrastructure

- ◆ All the services of Gold Support plus
 - ◆ Internet Connection Monitoring
 - ◆ Server Monitoring
 - ◆ RAID Monitoring
 - ◆ Disaster Recovery Plan
 - ◆ Recovery Testing
 - ◆ Staff Training
 - ◆ Web site Uptime Monitoring
- ◆ Mission Critical Response Service: Guaranteed same day response for mission critical emergencies

A 5 computer minimum is required.

Your IT is essential to your organization. You need it managed. Solution: hire a professional IT management support company, with a staff of highly trained and motivated representatives. Put their extensive knowledge, research and training to work for you.



Monitoring Services

	Monthly
● Internet Connection Monitoring	\$5
● Web Site Monitoring	\$5 per site
● Server Monitoring (includes RAID)	\$25 per server

Cloud Services

	Annually
◆ Zebis E-mail (Includes Telephone Support)	\$15
◆ Zebis E-mail Premium	\$34
◆ Zebis E-mail Premium Exchange	\$168
◆ Zebis E-mail Premium Exchange PDA Add-on	\$36
◆ Zebis E-mail Premium Exchange Blackberry Add-on	\$120
◆ Zebis E-mail Premium Outlook Add-on	\$30



Support Services

Monthly Service

	Monthly Per Computer
Essential Inspections	\$15
Anti-Malware Log Inspection	\$10
Full Security Updates (Core)	\$69
Full Security Updates (Core) Add-On	\$44
Critical Security Updates (Core)	\$25
Backup Performed & Verified	\$25
Image Performed	\$10
Image Verification (2 times/year)	\$25
Critical Application Security Updates	\$30
Driver Updates	\$20
Software Auditing & Tracking	\$10
Emergency Response Service (2 computer min)	\$129
Password Management	\$9 per server
Web Hosting Management	\$35 per site
Tier 1 Help Desk (4 User min)	\$25 per user

Site Specific Plan

	Per Incident
Tier 1 Help Desk Set Up Fee	\$299
Disaster Recovery Plan	\$399