

SERVNET

REMOTE TECHNOLOGIES
(A Division Of Service Solutions Incorporated)

CUSTOM SUPPORT PLAN

		AVP	Basic	TOTALCare
PROACTIVE TECHNOLOGY MANAGEMENT	24/7 Proactive Monitoring w/ M-F 8am-5pm Remediation	✓	✓	✓
	SERVNET AV Managed Antivirus & Malware Protection	✓	✓	✓
	Security Patch Management	✓	✓	✓
	Weekly Proactive Remote Maintenance		✓	✓
	Email Spam Filtering & Email Virus Protection*			
	Sonicwall Unified Threat Management w/ Internet Content Filtering*			
NETWORK MANAGEMENT	Dedicated I.T. Support Team	✓	✓	✓
	Technology Planning, Design, and Budgeting	✓	✓	✓
	Centralized Reporting & Review	✓	✓	✓
	Dedicated VCIO w/ Regular Meetings to Review & Assess Needs		✓	✓
	Remote Connectivity for Users to Office Workstations			✓
REACTIVE SUPPORT SERVICES	Helpdesk Support for Problem Isolation & Resolution		✓	✓
	Remote Support Calls with less than 2 Business Hour Response to Problem		✓	✓
	Onsite Support for Servers & Workstations, includes parts & labor			✓
	Onsite Support for Office Printers, includes parts & labor			
	Onsite Support for Switches, Firewalls, Battery Units, includes parts & labor			
DATA BACKUP	Onsite Image Backup & Data Recovery for Servers			
	Onsite Image Backup & Data Recovery for Workstations			
	Remote Offsite Backup of Server Data (up to 20gb) to our Secure Servers			
	Hands Free Management & Reporting of Backup Activity			

*Requires a 1 year contract commitment.

SERVICE SOLUTIONS INCORPORATED

2518 Plantside Drive In Bluegrass Industrial Park
Mailing Address: P. O. Box 99038, Louisville, KY 40269
Phone: (502)493-0811 • Fax: (502)499-7518

www.servnetremote.com