

# 24/7 Active Watch Plans and Pricing

We offer two plans to best serve your needs.



<b>24/7 Silver</b>	Monitoring of Server and devices that provide that server's Internet. Basic problems are resolved by the NOC
<b>24/7 Gold</b>	Advanced monitoring with 2 hours of remote/onsite support per month.

<u>DEVICE TYPE</u>	<u>SILVER PLAN*</u>	<u>GOLD PLAN*</u>
<b>Enterprise Devices:</b> <b>Exchange, SQL, &amp; Web Servers</b>	<ul style="list-style-type: none"> <li>Monitoring of Server Hardware</li> <li>Monitoring of Server Event Logs</li> <li>Monitoring of Server Applications (i.e. Exchange, IIS, SQL, or Terminal Server)</li> <li>Monitoring of the Server Back up System</li> <li>Generic Log File monitoring</li> <li>Connectivity Monitoring of Internet Connection</li> <li>Setup/Repair of Printer connections / shares</li> <li>Includes basic remediation of problems</li> </ul>	<p>All the Silver Plan Offers PLUS:</p> <p><b>2 hours of on-site or remote support services per month</b> (Regular business hours—24 hr support available at nominal cost)</p> <ul style="list-style-type: none"> <li>Roll over unused support hours to the next month (limit 2 roll over hours)</li> <li>Installation of Service-Packs from Microsoft</li> <li>Priority Trouble Ticket Queuing</li> <li>Ongoing Maintenance of Anti Spam &amp; Anti Virus program</li> <li>Ongoing Maintenance of Outlook Web Access, SharePoint Server, FTP Access, and Web / IIS access</li> <li>24/7 System Status Dashboard Access</li> <li>Free Website hosting &amp; Email hosting (up to 100 accounts)</li> <li>Cooling System Cleaning and Checkup</li> </ul>
<b>Standard Devices:</b> <b>File Server, Domain Controller &amp; XP Pro as a Server</b>	<ul style="list-style-type: none"> <li>Monitoring of Server Hardware</li> <li>Monitoring of Server Event Logs</li> <li>Monitoring of the Server Back up System</li> <li>Generic Log File monitoring</li> <li>Connectivity Monitoring of Internet Connection</li> <li>Setup/Repair of Printer connections / shares</li> <li>Includes basic remediation of problems</li> </ul>	<p>All the Silver Plan Offers PLUS:</p> <p><b>2 hours of on-site or remote support services per month</b> (Regular business hours—24 hr support available at nominal cost)</p> <ul style="list-style-type: none"> <li>Roll over unused support hours to the next month (limit 2 roll over hours)</li> <li>Installation of Service-Packs from Microsoft</li> <li>Priority Trouble Ticket Queuing</li> <li>Ongoing Maintenance of Anti Spam &amp; Anti Virus program</li> <li>Ongoing Maintenance of Outlook Web Access, SharePoint Server, FTP Access, and Web / IIS access</li> <li>24/7 System Status Dashboard Access</li> <li>Free Website hosting &amp; Email hosting (up to 100 accounts)</li> <li>Cooling System Cleaning and Checkup</li> </ul>

\*See Service Agreement or Contract for terms and conditions

Silver Pricing	
Enterprise Systems	\$449.99
Standard Systems	\$249.99
Gold Pricing	
Enterprise Systems	\$499.99
Standard Systems	\$299.99

**For more information or to schedule a detailed free consultation please give us a call**

