



Business Technology Delivered Today

February 2018

Dear BTDT IT Customer:

BTDT IT is offering a new small office Managed Services Program. In summary, this new Managed Service Program (MSP) will result in an enhanced level of improved technology management of the your computers without causing a significant increase in overall costs to your office **and without a contract.**

The MSP, once implemented, will reduce our need to perform a lot of on-site and routine maintenance. This program covers each managed computers for only \$10.00 per month (***non-Domain environment***) and includes the following:

1. Remote automated maintenance and updates,
2. 24/7/365 remote management and monitoring of your computers (priceless),
3. Webroot Secure Anywhere Anti-virus suite (\$40 per year value),
4. TeamViewer Remote Support software (\$75 per year value).

You may choose from several billing options:

1. Billed \$10 per month per computer.
2. Billed \$30 quarterly per computer.
3. Billed \$60 semi-annually per computer.
4. Billed Annually at \$120 per computer per year.

For projects and on-site services the rate is \$95 per hour (\$5 discount off our regular rate.) Phone support remains \$1.25 per minute and Bench/In-Shop rate is \$80.00

Managed services include the following services and software protection for servers, desktops, and laptop:

Network Monitoring Services of covered devices will be provided 24/7/365.

Corporate version of Anti-Virus software protection will be provided and maintained - does not include infection repairs.

Corporate version of Anti-Malware protection will be provided and maintained - does not include infection repairs.

Corporate TeamViewer remote access support software installed on all devices.

Maintain Windows patches, service packs, Hotfixes, temp file cleanup, hard disk defrag, and disk check of all hard drives periodically.

Ongoing monitoring of event logs.

Alert Client to dangerous conditions: Memory running low; Hard drive showing sign of failure; Hard drive running out of disk space; Controllers losing interrupts; Network Cards reporting unusual collision activity; Monitor office network connectivity to the Internet and more.

Sincerely

A handwritten signature in black ink that reads "R. Coyle".

Richard M. Coyle