



ICSSERVICES.NET Business Support Solutions



Office

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We work with companies ranging from 2 people to 100 people. We will sit down with you and determine the best IT solution appropriate for your company and your budget. To go along with our very affordable hourly rates, we also offer Yearly and Monthly Maintenance Contracts that fit almost every budget.

Business Solutions

Services Included	Bronze	Silver	Gold**
Unlimited Phone Support	✓	✓	✓
Unlimited Email Support	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
Network Monitoring	—	-	✓
Weekly Back-up Verification	—	-	✓
Windows Updated (Client/Server)	—	✓	✓
Anti-Virus Updates (Client/Server)	—	✓	✓
Assistance/Advice with IT Purchases	—	✓	✓
Quarterly System Clean-Ups	—	—	✓
Quarterly Meetings w/Management	—	—	✓
Priority Response	—	—	✓
On-Site Hourly (Discounted)	\$40/Hr(10%)	\$30Hr(30%)	\$0
Trip Fee	\$10	\$0	\$0
Cost (Per PC)	\$99/Year	\$139/Year	\$70/Month
Cost (Per Server)	\$149/Year	\$199/Year	\$85/Month

Benefits of Packaged Solutions:

- **Increased Revenue:** Regularly Scheduled Maintenance Activities extend the life of your hardware and increases the performance of your systems.
- **Quick Resolution:** With any of the support packages we are just a phone call or email away from fixing your problems and getting your employees back to doing what they do best...
- **Discounted Hourly:** With the Bronze and Silver packages you will get a discounted rate for any on-site work. Choose the Gold Package and everything is included. One monthly payment for your company to budget around.(Does not include Non-Maintenance On-Site activities. Those are billed at \$40/Hr)

**5 PC Minimum to qualify for Gold Support. Customer also has to be located within 30mile radius of Arlington, MA. Some Restrictions May Apply. Prices may change.

Give us a Call and let one of our support technicians determine which package works best for your company!!