

Desktop Support & Maintenance Overview

Timely security updates are essential to maintaining functioning desktops and keeping your data and your business safe. Updates will not be necessary every month, but it is impossible to predict the number or frequency of updates for any given computer. We anticipate an average of one hour per month for security updates, log reviews and maintenance updates for each computer. In addition to these updates, many clients will have other support requests.

In order to cover our costs and reduce yours, we are developing yearly maintenance contracts with all of our clients. All of the time purchased within these contracts is offered at over a **35% discount over our standard hourly rate of \$95/hour**. The most basic level contract simply covers the amount of time we expect to spend every month on security reviews and updates. The higher level contracts offer clients who expect to require more support an opportunity to purchase that time at a discounted rate.

All computers will be reviewed monthly (backups, updates etc), any pending updates will be applied, and we will send a report by the 15th of the following month. Any work over the number of hours in your contract is billed at the full rate of \$95/hour and Emergency Support at \$150/hour. Invoices will be sent quarterly.

Using some of the best remote access software out there we can almost completely manage and support your computers. In urgent situations we can offer a number of options to make sure you have minimal downtime. From 'backup Swap-in machines', onsite support, partnerships with local tech shops where we manage all the interactions with them and overnight shipping we can get you back to work quickly. (see note)

Contract Levels

Level 1 (non-Server)
1 hour pre-paid per month.
(\$60 a month PER REGISTERED COMPUTER)

Level 2
2 hours pre-paid per month.
(\$120 a month PER REGISTERED COMPUTER)

Level 3
4 hours (min) pre-paid per month
(\$240 a month PER REGISTERED COMPUTER)

All Contracts are for 1 year paid quarterly.

What is included:

ID	Item	Level 1	Level 2	Level 3
1	Software Updates	N	Y	Y
2	Log Monitoring	Y	Y	Y
3	Security Updates	Y	Y	Y
4	Backup Verification	N	Y	Y
5	Tune Up Scans	Y	Y	Y
6	Phone Support	N	N	Y
7	Support Tickets / Email	Y	Y	Y
8	Billing in 15 minute increments	N	Y	Y
9	Billing in 30 minute increments	Y	N	N
10	Travel (if Applicable)	\$45.00	\$45.00	\$0
11	Spare Computer Support	N	Y	Y
12	Backup Fees Included	N	N	Y

- Software Updates for your 3rd Party Software can happen in the background but sometimes it is easy to forget these key updates. We will check in and make sure they have been run accordingly.
- Log Monitoring to check the logs to make sure things are going well and prevent the potential loss of data due to a failing hard drive or failed update.
- Security Updates: As noted in #1 it is easy to miss these updates and SOME are key security updates. Because we keep up with the latest news we will be able to quickly apply those patches you might miss.
- Backup Verification to check the reliability of your backup service.
- Tune Up Scans are crucial for Windows Operating Systems and are included in every plan. We will remove all discovered problems that can be removed by our automated tools and notify if there is a bigger issue brewing.
- Phone Support - Plans including this feature guarantee that your problem will be resolved as quickly as possible. Your call will be prioritized to a specialist who will begin the steps necessary to put a solution into action. Phone Support is available within in the noted hours.
- Requests for non-critical support, or consultation will be submitted to our support ticket system at support@left-click.us or by phone.
- If Backup Services are included, we will setup all your Computers for backups that are OFF SITE and secure. This makes it easy to replace a machine as well since all your data is synced right back down. The fees to use this service are NOT included in this contract unless you are at a Level 3. Backup Service is \$55 a year **per computer UNLIMITED**.
- Phone and Emergency Support is up to a 2 hour reply time within the work week schedule of 9am-5pm Monday - Friday.
- In the case of emergency maintenance - submitting a ticket via email to support@left-click.us with URGENT in the header or calling 413-256-5440 (and follow the prompts) will receive a response within 2 hours during working hours (9am-5pm) or within 4 hours between 5pm - 9pm. Any support request received after 9pm will be addressed at the opening of business the following day. The fee for emergency support is \$150/hour if it requires time above and beyond the contracted hours for the month.



Emergency weekend support availability is currently only available to custom contracts. Let us know if you need this type of coverage, we will assess your needs, and propose a Level 4 Plan. Travel will be determined to be applicable or not at time of contract signing.

(note) In the case of a failed computer, we offer the following options to minimize your downtime:

- Substitute computer overnighted to you, failed system shipped to us, repaired system shipped back to you, substitute system shipped back to us. Cost is shipping plus hours worked and is paid for by available credits then billed at \$95/hour.
- Same Day emergency onsite service where failed computer is either repaired or a substitute computer is left in its place, in which case a repaired system will be shipped back to you, substitute system shipped back to us. Cost is shipping plus hours worked and is paid for by available credits then billed at \$150 for the same day visit then \$95/hour.
- Substitute computer is purchased in advance and onsite ready to take over and be configured remotely for use. Failed system is shipped to us, repaired system shipped back to you and becomes the new on hand substitute system. Cost is shipping plus hours worked and is paid for by available credits then billed at \$95/hour.