

## Rescott Service Plan Comparison Chart

Call Us at (317) 816-0700 for Our Rates!!!

Description	Rescott Stress-Free Networks Solutions				
	No Plan	Traditional Block Plan \$500/ Mo. Min.	Silver \$ Call Us / PC Call Us/Server	Gold \$ Call Us / PC Call Us/Server	Platinum** \$ Call Us / PC Call Us/Server
Hourly On Site Rate***	Call Us	Call Us	Call Us	Call Us	Service Calls Free, Additional Projects Consulting Call Us
Emergency Response Fee	Call Us, 1 hr min. After hours & weekends, 2hr min.	\$ Call Us, 1 hr min. After hours/ weekends, 2hr min	Call Us	Call Us	<b>Included</b>
Emergency Response Time	4-6 hours	3 hours	2 hours	1 hour	<b>1 hour or less guaranteed</b>
On-site scheduling of technician	3-4 days	1-2 days	1-2 days	Next Day	<b>Same day</b>
Phone and Remote Support Sessions	\$ Call Us per 15 min. Customer supplied Remote software	\$ Call Us per 15 min. Customer supplied Remote software	10 min per PC/Server included, then \$ Call Us per 15 min.	15 min per PC/Server included, then \$ Call Us per 15 min.	<b>Included</b>
24-7 Remote Monitoring <ul style="list-style-type: none"> <li>Server stability and performance</li> <li>Notification of unusual events</li> <li>Daily back up monitoring (supported backup s/w)</li> <li>Daily firewall monitoring</li> </ul>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Server Preventive Maintenance <ul style="list-style-type: none"> <li>Operating System</li> <li>Active Directory</li> <li>SQL</li> <li>Exchange</li> <li>Server Logs</li> <li>Patch Assessment &amp; Management</li> <li>Service Pack Installation</li> </ul>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Executive Summary Monthly Report	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Commercial grade anti-virus/anti-spyware software for server and PCs	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Virus Definition Updates	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Spyware monitoring and removal	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Creation of AUP (acceptable user policy)	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Quarterly review and planning meeting	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Quarterly on-site audit and network tune-up	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Temporary file deletion and machine cleaning	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Desktop OS Patch Management	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Desktop disk monitoring	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Adding and removing users	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Unlimited software upgrades*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
Online custom client portal	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
Remote secure offsite backup of server data	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc. Highly Recommended</i>	<i>NOT Inc. Highly Recommended</i>	<b>Included- MozyPro Server license + 5GB of Data/Mo.</b>



11 Years Of Excellence

1997 - 2008

Physical virus removal and cleaning if antivirus software cannot delete virus	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Installation of new hardware and software*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Recovery of server in case of complete disaster	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Loaner PC/Server	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Vendor liaison*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Shopping and ordering warranty parts*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
<b>100% No-Hassle Guarantee</b>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
<b>You Save:</b>	<b>Grief Knowing You Deal With an Expert!</b>	<b>Money &amp; Time</b>	<b>Money, Time, Most Server Issues</b>	<b>More Money, Time, Most Server Issues</b>	<b>Yourselves from IT Stress!</b>

\*Labor only; all hardware and software costs will be additional.

\*\* Covered devices must meet minimum hardware specifications.

\*\*\* One way travel time is included in fee.