



Computer Troubleshooters B.E.S.T. Plans



MANAGED IT SERVICES	Lite	Basic	ProActive	Trouble-Free
No Downtime Guarantee! £50 credit per downtime hour*				√
24/7 Monitoring with reporting of alerts and potential problems	√	√	√	√
Security Software inc Spyware, Antivirus and SPAM	X	X	√	√
Monitoring Installation of Security software updates	Daily	Daily	Daily	Daily
Automatic Spyware and Antivirus scans	Weekly	Weekly	Weekly	Weekly
Automatic Computer Tune Up including removal of unwanted temporary files, empty recycle bin, defrag and optimisation of files on disks.	X	Monthly	Weekly	Weekly
Automatic application of the Latest Windows Updates and Patches with notification of any failed patches	Weekly	Weekly	Weekly	Weekly
Asset Management of Hardware and Software including software licenses	X	X	√	√
Internet & Email configuration & management, including Internet Access Control	X	X	√	√
Network configuration and Management	X	X	√	√
Automatic Online Backup	Please ask	Please ask	√	√
Performance Reports	Quarterly	Monthly	Monthly	Monthly
Technology Audit	X	X	Annual	Annual
Access to our Telephone Helpdesk (during normal working hours)	X	X	Unlimited	Unlimited
Remote Support to resolve any "Problems"	Chargeable at Normal Rates	Chargeable at Normal Rates LESS 30%	Unlimited	Unlimited
On site visits to resolve any "Problems"			Unlimited	Unlimited
Additional Remote Support for issues Not Included in Plan			Chargeable at Normal Rates LESS 40%	Chargeable at Normal Rates LESS 50%
Additional Onsite calls for issues Not Included in Plan				

Definitions and Notes:

1. Problems are defined as any issue that crops up unexpectedly involving hardware, operating systems, or standard software and which must be corrected to continue operating normally.
2. Non Problems generally includes any customer requested move/add/change or other service which is not directly a "problem".
3. Optional Hardware Guarantee to cover parts costs is available, subject to conditions.
4. Downtime Hours are defined as Anytime a customer's computer can't be used for standard Microsoft office applications due to network, virus, spyware, operating system, or hardware* issues.
5. "Downtime" starts from the moment the customer notifies CTS, and ends the moment the problem is resolved OR CTS identifies the problem as being outside the scope of our guarantee (i.e. non-covered software, user error, ISP issue, etc.).
6. "Downtime" is only counted during business hours: 9am to 5pm and is non-concurrent,
7. Online Automatic Backup includes storage up to 1GB, extra storage is available at an additional charge.