



Managed IT Services

Toll Free: 1.888.581.1117; Fax: 1.888.581.1117; Email: support@synditech.com; URL: www.synditech.com

Desktop Computer Mgmt.:	Silver	Gold	Platinum
Support			
Phone and Remote Control Support	Y ¹	Y ¹	Y ¹
Office Applications & Software Support	Y	Y	Y
Emergency After-Hours Support ²	N	N	Y
On-Site Support ³	N	Y	Y
Remote Management	N	N	Y
Maintenance			
Adaptive maintenance for modifications and upgrades	Y	Y	Y
Asset Management	Y	Y	Y
Incident Management	Y	Y	Y
Software License Management	Y	N	Y
Automated and Remote Desktop Optimization and Management	Y	Y	Y
Virus, Spyware and Adware Protection, Scan and Removal	Y	Y	Y
VPN Client Management	N	Y	Y
System Tune-up and Optimization	N	Y	Y
Hardware Clean-up and Maintenance	N	Y	Y
Hardware Install, Upgrade & Repair ⁴	N	Y	Y
Security			
Antivirus Software Management and Updates	Y	Y	Y
Software Patch Management	Y	N	Y
Strategic Planning			
Local Data Backup and Recovery	N	Y	Y
Secure Data Deletion / Migration and System Snapshot	N	N	Y
Vendor Liaison	N	Y	Y
Monthly Fee:	\$25 / Machine*	\$35 / Machine*	\$45 / Machine*

¹ \$75 / hour charge will apply to all out of scope work.

Y = Available/Provided; N = Not Available

² As per Contract

³ Project work not included

⁴ Hardware not included

* Prices are negotiable and the plans above are flexible, based on customer needs and contract length