



Ultimate Care

Standard Care

Basic Care

SUMMARY

User and Computer Support	
Anti-virus Software Updates / Scans	
Microsoft Patch Management	
Installations (CITS Purchases Only)	
Hardware failure and replacement	
Mobile Device (Email configure only)	
Virus / Spyware	
Server Support	
Anti-virus Software Update / Scans	
Microsoft Patch Management	
Hardware failure and replacement	
Server Backup	
Backup Restore	
System Performance Monitoring	
Alerting (24.7 / 365)	
Asset Management	
UPS (if supported)	
Help Desk	
Response Times (Critical / Important)	
Critical Onsite Callout	
Reports	
Review Meetings	
Exclusions	
Server Installations and Rebuilds	
Office Relocation	
Travel per km (round-trip)	

WORK STATION AND USER SUPPORT

Unlimited remote and onsite	Unlimited remote	-
Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
✓	✓	✓
✓	✓	-
-	-	-
✓	✓	-
✓	-	-

SERVER SUPPORT

✓	✓	-
Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
✓	✓	✓
-	-	-
-	-	-
✓	✓	-

MANAGEMENT

5 Minute Intervals	5 Minute Intervals	30 Minute Intervals
Email and Ticket	Email and Ticket	Email
H/W Audit S/W License Audit	H/W Audit S/W License Audit	H/W Audit S/W License Audit
Alerting	Alerting	Alerting
✓	✓	✓
30 mins / 60 mins	60 mins / 120 mins	120 mins / 240 mins
4 Hours	8 Hours	-

Reporting

Quarterly	Quarterly	Quarterly
Quarterly	Quarterly	Quarterly

Exclusions

-	-	-
-	-	-
-	-	-

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