

	UltimateCare	StandardCare	BasicCare
<b>WORKSTATION AND USER SUPPORT</b>			
User and Computer Support	Unlimited remote and onsite	Unlimited remote	-
Anti-virus Software Updates / Scans	Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
Microsoft Patch Management	✔	✔	✔
Installations (CITS Purchases Only)	✔	✔	-
Hardware failure and replacement	-	-	-
Mobile Device (Email configure only)	✔	✔	-
Virus / Spyware	✔	-	-
<b>SERVER SUPPORT</b>			
Server Support	✔	✔	-
Anti-virus Software Update / Scans	Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
Microsoft Patch Management	✔	✔	✔
Hardware failure and replacement	-	-	-
Server Backup	-	-	-
Backup Restore	✔	✔	-
<b>MANAGEMENT</b>			
System Performance Monitoring	5 Minute Intervals	5 Minute Intervals	30 Minute Intervals
Alerting (24.7 / 365)	Email and Ticket	Email and Ticket	Email
Asset Management	H/W Audit S/W License Audit	H/W Audit S/W License Audit	H/W Audit S/W License Audit
UPS (if supported)	Alerting	Alerting	Alerting
Help Desk	✔	✔	✔
Response Times (Critical / Important)	30 mins / 60 mins	60 mins / 120 mins	120 mins / 240 mins
Critical Onsite Callout	4 Hours	8 Hours	-
<b>REPORTING</b>			
Reports	Quarterly	Quarterly	Quarterly
Review Meetings	Quarterly	Quarterly	Quarterly
<b>EXCLUSIONS</b>			
Server Installations and Rebuilds	-	-	-
Office Relocation	-	-	-
Travel per km ( round-trip)	-	-	-

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