



Maintenance / Service Plans

Relax. You're In Good Hands

Your network is an integral part of your business's daily operations; when it goes down, so does your productivity and profits. Keeping your network healthy with regular maintenance can help you avoid system outages. If you can answer "yes" to any of the following questions then our flexible range of support plans could be the solution you've been looking for.

- » Do you have little or no in-house network systems support?
- » Do you use the "fingers crossed" approach to network systems support?
- » Can't get your backup working or don't have a backup?
- » Do you worry when the only person in the organization with any network systems knowledge goes on leave?
- » Would you like to know that a certified network systems engineer is always available whenever you need assistance?

For organizations needing full-time or part-time network administration and user support, Cypress Systems, Inc. can provide certified network engineers specializing in a variety of disciplines. By committing to one of our service plans, you can take advantage of labor discounts from our standard hourly rates.



Client Benefits

- » Flexible - Get a certified network engineer onsite quickly and avoid the time and expense of hiring for short-term projects.
- » Priority Support - first response status over non-contract customers.
- » Automated - Our work order dispatch systems coupled with G.P.S. technology allow Cypress Systems, Inc. to have a certified network engineer onsite in the shortest amount of time possible
- » Remote Network Assistance - Our certified network engineers can fix most issues remotely, eliminating the need for an onsite visit. Due to our efficiencies in working remotely we can offer further reduced service labor rates.
- » Active Server Monitoring - Realtime monitoring of your server(s) health.
- » Cost Effective - With reduced hourly rates, your company can address issues rapidly and effectively.

Hour Blocks

- 1 hr per day, 1 day per wk - \$105 per hour*
- 2 hrs per day, 1 days per wk - \$100 per hour*
- 3 hrs per day, 2 days per wk - \$90 per hour*

*Requires a commitment of 6 months. Billed on first date of each calendar month. See support plans for more details.

Plans	Rate	Time	Minimum Savings	Commitment
Service Plan 1	\$105.00* per Hour	1 Hour Per Week/ 1 Day a Week	\$10.00 Per Hour/ \$40.00 Per Month	\$420.00* per Month
Service Plan 2	\$100.00* per Hour	2 Hours Per Week/ 1 Day a Week	\$15.00 Per Hour/ \$120.00 Per Month	\$800.00* per Month
Service Plan 3	\$90.00* per Hour	3 Hours Per Week/ 2 Days a Week	\$25.00 Per Hour/ \$300.00 Per Month	\$1,080.00* per Month

All Plans Include

Antivirus

- Check Schedule Scans
- Verify Completion Status
- Check Virus Definition Updates Status
- Check Quarantine On System
- Check Current Version – Notify Your Company Of Any Available Software Updates

Real Time System Monitoring

- Hard Drive Check
- Antivirus Status Check
- Server Event Logs
- Critical Events (Server Outage)
- Asset Tracking (Hardware)
- Software License Tracking

Software & Operating System Updates

- Install Security Updates
 - Install Hardware Driver Updates
- Backup Status Verification
Spyware Analysis

Plan 2 Also Includes

Check Wireless Security

Backup Integrity

- Test Restore Data Files
- Install Software and Security Updates
- Optimize Backup Jobs

Plan 3 Also Includes

Systems Optimization

- Workstation and Server Storage
- Workstation Cleaning (Physical)



*Rates based on minimum 6 month contract commitment. Billing occurs on the 1st day of each month for length of term.