

A sneak peak at an exciting new service from CTS Services, Inc.

Managed Information Technology Services Plan



“The world of IT support has changed dramatically—and forever. New thinking is required and 2010 marks a new decade in our service delivery capabilities. With our MSP services we are more dedicated and more able than ever to keep our customers up and running—our mission since 1983!”

*Michelle Carlow
President
CTS Services, Inc.*

> Proactive > Consistent > Affordable

System downtime, viruses, spy ware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive

At CTS Services we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

The Managed Services provides affordable proactive IT management and support to growing businesses. Utilizing our unique IT automation framework for providing managed services, CTS Services provides a range

of proactive services to keep your computer systems up and running and your people and business productive. Some of the benefits you will experience are:

- Proactive VS reactive IT management
- Automation of key IT tasks
- Flexible Scheduling
- Access to a staff of technical experts for you and your users
- A complete managed process for getting users connected to the business center network
- Web based ticketing system for submittal of issues and related tasks
- Increased productivity

Managed Server Service:

- Microsoft Windows Server Patch Management
- Microsoft SQL Server Patch Management
- Microsoft Exchange Server Patch Management
- Virus Definition Management
- Backup Monitoring



www.ctsservices.com
(508)528-7720



System downtime, viruses, spyware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed = Smart IT Deployment and Management

Here's how our MSP program will work:

The Managed Services for the desktops will be \$39.95 per month. The server remote monitoring and maintenance will be \$399 per month. This includes unlimited remote support for these devices, as well as updates and application installations. The only charge will be on-site service where hardware failure or network failure requires we go to the equipment.

- Software problems requiring on-site service, dropped off at the depot will be billable.
- Expedited repairs will be a \$50 service charge
- If you request we pick up the computer and bring back to the depot for repair, there will be a \$50 delivery charge.
- Your depot repairs will have priority over standard repairs and we will make a best effort to repair within 2-3 business days, excluding parts issues.
- On-site service will be billed at \$90 per hour plus a \$50 service charge per site visit/incident for desktop issues, or \$130 per hour plus \$50 service charge per visit for server issues.
- Problems resulting from abuse or unapproved software installations (I.e. Limewire, weather-bug) will be considered a billable item.
- A one year commitment is required for remote monitoring after the evaluation period.

To help understand our pricing model, we estimate an average repair time for software problems is greater than 2 hours or \$180. We expect to see a desktop/

laptop for problems/issues at least twice a year. Excluding time involved with updating, adds/changes and system wide enhancement, every desktop needs general maintenance to keep them running. Waiting for the unit to slow down to a point where it is un-useable makes users unproductive. The proactive approach to maintenance keeps the units running better and faster with less time to repair.

Onsite Service

Comprehensive System Administration and System Monitoring Services will provide the occasional on-site service to resolve managed services issues. This is included as part of the managed service offering to improve the service and provide visual inspection of devices under the monitored service.

During those occasional visits CTS Services will make every effort to provide the primary point of contact with up to date reports on the service. As customer requirements change, there may be a need to make adjustments to the service to improve the coverage as well prevent potential threats.

Benefits

- Increase efficiency: respond faster to problems and meet required service levels
- Maximize productivity: reduce your support workload with a virtual system expert
- Increase effectiveness: augment the skills of the in-house administrators
- Realize value: reduce your cost of ownership



Our Managed Information Technology Services Keep Your Business Up and Running

CTS Services, Inc 508-528-7720 www.ctsservices.com