



**We make mouse calls!**

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## **PC SUPPORT SERVICES**

### **Preventive Maintenance**

Keeping your computers running smoothly takes more than just running the built in features of your operating systems. It takes running periodic diagnostic checks and internal cleanings to keep the computer healthy. Many problems arise from lack of preventative maintenance.

What our agreement covers:

- Quarterly On-Site Diagnostic Checkup
  - Quarterly Internal and External Cleaning of CPU, Monitor, Keyboard, Mouse, Floppy Drives, Phones, and Printers
  - Hard Drive Cleaning (Removal of any unused files)
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### **Help Desk Support**

We cover everything from hardware failure, software malfunction, and the need for advice. We're available. Here is what our agreement covers:

- On-site Software & Procedure Training
- Unlimited Telephone Technical Support (Help Desk)
- On-site Software Installation Help
- 8 Hour Emergency Desktop Service 5 Days A Week (3 Hour Minimum Response Time)

Keep your network running smoothly with our network administration expertise. We respond rapidly to network failures and do periodic performance analysis, and tuning to keep your network at peak performance. What our agreement covers:

- On-site Network Administration
  - Performance Analysis, Network Tuning
  - Security Checks, User Rights and Permission Verification
  - Unlimited Help Desk Support (Phone Support)
  - Office Email, Internet, & Intranet Support Training
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#### **TECHIES**

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