

NYC Computing Inc.

Support Packages 2009

This is a Complete Care System for your I.T. Infrastructure. We have based our FLAT FEE rates on the I.T. industry's standards.

You will NOT find a more affordable IT Support, Maintenance and Monitoring than what we have here.

Let NYC Computing manage your computer network, so you can get back to running your business.

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1 Complete Server Management Plans

<i>Server Management</i>	Not on Contract	Standard	Professional
	Server	Per Server	Per Server
	Hourly	Monthly	Monthly
	\$255 /hr	\$300	\$400
Phone Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Remote Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Emergency /After Hours Phone/Remote Support	\$300/hr	\$150/hr	Included
On-Site Support	9 AM – 5 PM (Mon – Fri) \$250/hr	9 AM – 5 PM (Mon – Fri) \$150 per visit	24/7 \$100 per visit
Asset Management	-	-	Included
Service Request Management	-	-	Included
License Management	-	-	Included
Monthly Server Maintenance and Optimization	-	-	Included
24/7 Proactive Monitoring	-	-	Included
24/7 Preventive Maintenance	-	-	Included
Monthly Reports	-	-	Included

Initial Response Time	3 hrs	2 hrs	1 hr
Management of Additional Applications ¹	\$225/app	\$180/app	\$135/app

¹ Some examples of additional applications are Active Directory, Exchange, Backup/Restore Solution, SQL, NIS, NFS etc.

2 Complete Desktop/PC Management Plans

<i>Desktop/Laptops</i>	Not on Contract	Standard	Professional
	Desktop Hourly \$150/hr	Per Desktop Monthly \$50	Per Desktop Monthly \$70
Phone Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Remote Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Emergency After Hours Phone/Remote Support	\$250/hr	\$150/hr	Included
On-Site Support	9 AM – 5 PM (Mon – Fri) \$150/hr	9 AM – 5 PM (Mon – Fri) \$150 per visit	24/7 \$100 per visit
Asset Management	-	-	Included
License Management	-	-	Included
Monthly Desktop Maintenance and	-	-	Included
Initial Response Time	4 hrs	2 hrs	1 hr

3 Complete Network Devices Management

<i>Network Devices</i>	Not on Contract	Standard	Professional
	Desktop Hourly \$150/hr	Per Device Monthly	Per Device Monthly
Perimeter Devices (Firewalls, Routers, Switches, Hubs)	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri) \$50/Device	24/7 Unlimited \$75/Device
Internal/Lan Devices (Printers, Scanners)	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri) \$40/Device	24/7 Unlimited \$60/Device
Handhelds/Cell	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri) \$40/Device	24/7 Unlimited \$60/Device
Phone Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Remote Support	9 AM – 5 PM (Mon – Fri)	9 AM – 5 PM (Mon – Fri)	24/7 Unlimited
Emergency After Hours Phone/Remote Support	\$250/hr	\$150/hr	Included
On-Site Support	9 AM – 5 PM (Mon – Fri) \$150/hr	9 AM – 5 PM (Mon – Fri) \$150 per visit	24/7 \$100 per visit
24/7 Preventive Maintenance	-	-	Included

4 On Demand Management and Maintenance Support

Fixed Bid Projects	Fixed bid projects are offered upon request.
Block Time Hours	Block time hours are available upon request. Block time hours are purchased in advance and offer 5% to 50% discounts.
Not on Contract	This is the hourly or pay as you go method.
Standard Support	The Standard support option is basically NO helpdesk support, you call the office and we will schedule an appointment for your support. Usually within a 24hour turn around time.
Profession Support	This is the immediate support option with the helpdesk standing by to take your calls.

To calculate the monthly costs for your company simply pick the plan you like and count up all the equipment you have.

We are very happy to be doing business with you, if you have any questions please don't hesitate to ask.

Sincerely,

John A Kaiser

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