

IT Services & End User Support



We support almost everything computer related: servers, computers, network routers and switches, mobile devices

Prorated Hours Savings Plan = pre-purchase support hours at the beginning of the month.

The number of hours to be pre-purchased are estimated based on the number of computers and other network devices the customer needs support for. Based on initial analysis we provide package recommendations.

- Pre-purchase 80+ support hours at \$65/hr - savings over 55%
- Pre-purchase 40+ support hours at \$75/hr - savings over 48%
- Pre-purchase 20+ support hours at \$85/hr - savings over 41%
- Pre-purchase 10+ support hours at \$95/hr - savings over 34%
- Pre-purchase 5+ support hours at \$105/hr - savings over 27%
- Pre-purchase 3+ support hours at \$115/hr - savings over 20%
- Pre-purchase 2 support hours at \$125/hr - savings 13%

Per-Node Support Plan

The most worry-free plan is the per-device (called nodes) unlimited support plan for any and all issues with no additional service charges. Devices include computers, servers, mobiles, printers, network equipment.

- Up to 20 devices - \$85/mo per device
- 20+ devices - \$75/mo per device
- 40+ devices - \$65/mo per device

On-demand Support = our rate beyond a support plan is \$145/hr.

Live Person Help Desk

- ★ When calling TechSystems, your employees will always have a direct line to talk to a live person, every time they call.
- ★ Trained, certified engineers answer the phone and resolve all problems without having to escalate the issue to another level of support!
- ★ We install a security agent on all devices we support. This gives us the ability to remotely monitor the health of hundreds of devices, proactively remediate failures or contact users before failures occur.
- ★ We make sure all updates are installed on time according to approved policies.
- ★ When needed we can initiate a remote session to the end user device and help them with a problem or advise them about best practices and solutions.



Extended & After-hour Support

- Our purpose is to be as transparent to your business process as possible.
- Our engineers work in the background to fix detected problems.
- When maintenance or upgrades are required, we schedule any downtime after hours to minimize end user interruptions.
- Engineers are also available after hours for end user support.

