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.

Estimated based on the number of computers and other network devices the customer needs support for.

- ☐ 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 = worry-free unlimited support for any and all issues, no additional service charges. Devices include computers, servers, mobiles, printers, network equipment.

- ☐ 80+ devices - $65/mo per device
- ☐ 40+ devices - $75/mo per device
- ☐ 20+ devices - $85/mo per device
- ☐ 10+ devices - $95/mo per device
- ☐ 5+ devices - $105/mo per device
- ☐ 2+ devices - $125/mo per device

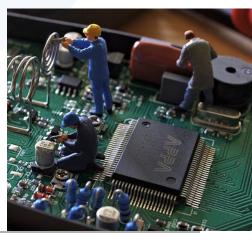## On-demand Support = our rate beyond a support plan is $145/hr.

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.