



Technology Support Program Overview

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Technology Support Program Overview: Purpose and Objectives

The purpose of this document is to outline SureFire IT Solutions' Technology Support Program. This service is designed to dramatically reduce or eliminate computer problems in your business while maximizing your network's speed, performance, and stability, without the expense of a full-time IT staff.

Unlike other computer consultants who profit from the failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss. In fact, our Technology Support Program does not allow us to profit from your technology troubles in any way.

This program is ideal for business owners who:

- Need to have their computer network, e-mail, database, and Internet access up and running 24/7/365 without problems.
- Value the security of their data, and want to do everything possible to prevent loss, corruption, or theft.
- Want to maximize the speed, availability, and performance of their network.
- Hate dealing with--or thinking about--computer problems and other complexities of operating a computer network.
- Don't have the time or staff to deal with computer network maintenance.

The Benefits Are Obvious

- **You'll avoid expensive repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing expensive network disasters from ever happening in the first place. As a matter of fact, we guarantee it.
- **You'll experience faster performance, fewer glitches, and practically zero downtime.** Some parts of your system will degrade in performance over time, causing them to slow down, hang up, and crash. Our preventative maintenance and network monitoring will detect these problems early and prevent them from escalating into more expensive repairs and downtime.
- **You'll feel as though you have an in-house IT department--without the costs.** As a network maintenance customer, you'll have access to a knowledgeable support staff that can be reached immediately should you have any kind of problem or question.
- **You'll receive substantial discounts on IT services that you are already buying.** Most IT firms will nickel and dime you over every little thing they do. Under this program, you'll pay one flat, affordable rate and get all of the technical support you need. No hidden charges, caveats, or disclaimers.
- **You'll eliminate trip fees and receive faster response to your problems.** Thanks to our remote monitoring and maintenance software, we will have the ability to remotely access and repair most network problems right from our offices. If we cannot fix it remotely, we will contact you to schedule a technician to come to your office.
- **You'll be able to budget for network support just like rent or insurance.** Wouldn't it be nice to avoid unexpected costs for fixing or restoring your network? Now you can.
- **You'll sleep easier knowing the "gremlins at the gate" are being watched.** Cyber criminals never sleep! But thanks to our 24/7/365 monitoring and on-going maintenance, you'll have one less thing to worry about.
- **You'll safeguard your data.** The data on the hard disk is always more important than the hardware that houses it. If you rely on your computer systems for daily operations, it's time to get serious about protecting your critical, irreplaceable electronic information.
- **You'll stop annoying spam, pop-ups, and spyware from taking over your computer and your network.** Not only are these intruders annoying, but they can introduce viruses and jeopardize the security of your network.
- **You'll gain incredible peace of mind.** As a business owner, you already have enough to worry about. We'll make sure everything pertaining to your network security and reliability is handled so you don't have to worry about it.

Service Levels and Pricing

Gold Level Service Includes:

✓ Initial Site Survey (27-Point Network Audit):

A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including.

- Network security
- Data back-ups
- Virus protection
- Spam filtering
- Hardware integrity (check for pending failures)
- System performance and trends
- Overall network design and layout

✓ Network Monitoring:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor include:

- Server traffic and load
- Hardware integrity and reliability
- Storage space and availability
- Back-up success and failures
- Anti-virus protection
- Spyware detection and removal
- Uninterruptible Power Supply (UPS) monitoring

✓ Guaranteed 2-Hour Response to Technical Problems

✓ First 30 Minutes of Remote and Phone Support per PC/Server Included, Then \$15 per 15-Minute Increments

✓ Client Access to the Online Service Request System

✓ A Preferred Client Discount of 20% on Standard Technical Support Rates

✓ Virus Definition and Security Patch Updates

✓ Creation of Acceptable Use Policy

✓ Monthly Executive Summary Report

✓ Unlimited Software Upgrades (labor only)

✓ Spyware Monitoring and Removal

Call SureFire IT Solutions for Pricing

Platinum Level Service Includes: *Best Value!*

✓ **Initial Site Survey (27-Point Network Audit):**

A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including.

- Network security
- Data back-ups
- Virus protection
- Spam filtering
- Hardware integrity (check for pending failures)
- System performance and trends
- Overall network design and layout

✓ **Network Monitoring:**

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- Server traffic and load
- Hardware integrity and reliability
- Storage space and availability
- Back up success and failures
- Anti-virus protection
- Uninterruptible Power Supply (UPS) monitoring

✓ **FREE Break-Fix Services:**

In the RARE event that your network goes down, or if you experience any type of problem, our team of senior technicians will troubleshoot and resolve the issue at NO ADDITIONAL SERVICE FEE to you. You can consider this like a network insurance plan.

✓ **FREE Unlimited Help Desk Support:**

You and your employees can call anytime during business hours and speak to a technician about problems they are experiencing.

✓ **FREE Server Restore:**

In the case of fire, flood, or other disaster, we will restore your server to its original state. (Labor only. Software and hardware costs are additional.)

✓ **A Preferred Client Discount of 25% on Non-Covered Technical Support:**

This includes network upgrades, special projects, or any other type of service we offer outside of this plan.

✓ **FREE Year-End Technology Review** to help you plan how to use technology to increase productivity, cut costs, gain competitive advantages, and support your company's growth.

✓ **FREE Server and Workstation Loaner in the event of a workstation or server crash**

✓ **Guaranteed 1-Hour Response to Technical Problems**

✓ **Client Access to the Online Service Request System**

✓ **Virus Definition and Security Patch Updates**

✓ **Virus REMOVAL and Cleaning**

✓ **Creation of Acceptable Use Policy**

✓ **Monthly Executive Summary Report**

- ✓ **Unlimited Software Upgrades (labor only)**
- ✓ **Spyware Monitoring and Removal**
- ✓ **Adding and Removing Users**
- ✓ **Loaner PC/Server**

Plus, you will be covered under our 100% No-Hassle Guarantee:

We are so confident in our Technology Support Program that we are willing to back it up with a powerful guarantee that no other IT firm or consultant would dare to make:

We guarantee that we will be able to detect, diagnose, and PREVENT any type of network problem from escalating into downtime. If by some odd chance your network goes down, if you get a virus, a hacker invasion, or any other problem that requires clean up and fixing, we will do all of the work necessary to restore your network back to full speed with no additional service fees to you.

Call SureFire IT Solutions for Pricing

Frequently Asked Questions

Q: If I sign up for this program, what is my commitment?

A: We request that clients sign up for a 12-month commitment to allow us to allocate the appropriate resources to your account. However, for first-time contracts, we will allow an initial 6-month commitment to allow you to test the waters and see if this program works for you. You may also cancel this agreement at any time, without penalty, as long as you give us 30-days' written notice.

Q: Are new hardware and software installation costs covered under this agreement?

A: Yes, if you sign up for the Platinum Service. If you are a Gold Client, you will receive a discount on our rates for installing and configuring new hardware and software. **Note:** The costs of the hardware and software are NOT included. However, we will act on your behalf to research, recommend, and purchase new hardware and software at no additional cost if you are a Platinum Client.

Q: Will you guarantee that I won't have any technical problems or downtime?

A: No, we cannot guarantee that you will never have any technical problems or downtime; no one can. However, we will guarantee you will see a significant drop in the number of problems you experience and a dramatic improvement in the speed, performance, and reliability of your system. Plus, if you are a Platinum Client, we will resolve any computer network problems without billing you additional fees.