December 12, 2023

Dear BTDT IT Customer:

BTDT IT is offering a new Support Program, we call it the Hybrid-Managed Services Program (H-MSP). In summary, this new Hybrid-Managed Service Program (H-MSP) will result in an enhanced level of improved technology management of the your computers without causing a significant increase in overall costs to your office ***and without a contract***.

The H-MSP, once implemented, will reduce our need to perform numerous on-site routine maintenance issues. This program covers each managed computer for only $14.00 per month ***(in non-Domain environments)*** and includes the following:

1. Remotely automated most Windows maintenance and updates and some 3rd party applications.
2. 24/7/365 fully managed ongoing proactive monitoring, health checks and critical failure alerting (priceless), which helps eliminate high emergency repair costs.
3. Ongoing monitoring and maintenance to detect failures before they impact your performance. Hard disk capacity monitoring, memory usage, and processor performance.
4. SentinelOne Endpoint anti-virus-Cyber Security Corp protection program.
5. TeamViewer Remote Support software ($85 per year value).

You may choose from several billing options:

1. Billed $ 14 per month per computer.
2. Billed $ 42 quarterly per computer.
3. Billed $ 84 semi-annually per computer.
4. Billed Annually at $ 168 per computer per year.

For projects and on-site services the rate is $105 per hour ($45 discount off our regular rate of $150 per hour.) Phone support remains $1.50 per minute and Bench/In-Shop rate is $90.00.
* On occasion we will send two (2) techs for efficiency and the second Tech will be billed at ½ the regular rate.

Managed services include the following services and software protection for servers, desktops, and laptop:
 - Network Monitoring Services of covered devices will be provided 24/7/365.
 - An Anti-Virus software protection will be provided and maintained - does not include infection repairs.
 - Corporate TeamViewer remote access support software installed on all devices.
 - Maintains Windows patches, service packs, Hotfixes, temp file cleanup, hard disk defrag, and disk check of all hard drives periodically.
 - Ongoing monitoring of event logs.
 - Alert Client to dangerous conditions: Memory running low; Hard drive showing sign of failure; Hard drive running out of disk space; Controllers losing interrupts; Network Cards reporting unusual collision activity: Monitor office network connectivity to the Internet and more.

Sincerely,

Richard M. Coyle