



### What separates our support plans from our competitors?

- ◇ We have plans that are sized for each client to meet their specific needs.
- ◇ Our plans are setup to be cost effective for client.
- ◇ Our plans are customizable
- ◇ We don't push upsell on our plans

### Our Plan Options

- ◇ Block Hours– Single blocks or monthly reoccurring
- ◇ Onsite Block Hours
- ◇ Managed Service Plans
- ◇ Time and Material



### Our Plans Include

- ◇ Agent Software
- ◇ Available/Included Anti-Virus, Patch Management, and system monitoring
- ◇ Available advanced anti-malware software known as EDR.
- ◇ Available backup solution that will work with servers or workstations.
- ◇ Proactive maintenance

### Why we require 12 months before qualifying for an unlimited break fix plan

- ◇ We want to understand your needs fully before pricing a plan
- ◇ Competitors who have similar plans price them so that they either take advantage of the client not using the plan fully or take a loss.
- ◇ Our plan is based off the time that was used in the previous 12 months so that both client and MSP needs are satisfied.

