

REDUCE I.T. OVERHEAD!

ATL511 provides a comprehensive approach for managing the overall health of your IT Network, Computers, IP Devices, and Related Peripherals. ATL511 comprehensive support plans ensure that your technology doesn't manage. With the ATL511 Managed Services Plan, we take a proactive approach to ensure that your technology is protected, monitored, and maintained around the clock, saving our clients time and money.

1.888.722.1066

Info@atl511cpu.com

ATL511 competencies include the Design, Installation, and Support.

- PC's and Servers
- Wireless Access
- Video Surveillance
- Mass Notification
- Audio / Video
- I.P. Telephony
- Sound Masking
- Conference Room Technology
- Access Control
- Burglar Alarm
- Room Schedulers



EnGenius®

FUTURE FIBRE
TECHNOLOGIES



Managed Services

Monitoring

Network Monitoring / Alerts	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Service Availability Monitoring	✓	✓	✓
Windows Error Monitoring / Alerts	✓	✓	✓

Support

Online Case Management	✓	✓	✓
Integrated Reporting	✓	✓	✓
Unlimited Email Support	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
Unlimited Phone Support	X	✓	✓
Unlimited On Site Support*	X	X	✓

Maintenance

Automated Desktop Optimization/Management	X	✓	✓
Automated Maintenance Processes	X	✓	✓
VPN Client Management	X	✓	✓
Microsoft Patch Management	X	✓	✓
Unlimited Software Updates	X	✓	✓
Unlimited Software Upgrades	X	X	✓

Security

Anti-Virus and Spyware Management	✓	✓	✓
Automated Virus, Spyware and Adware Removal	✓	✓	✓
Security Administration	X	✓	✓
Security Patch Management	X	✓	✓
Advanced Virus, Spyware and Adware Removal	X	X	✓
Software Application Blocking	X	X	✓
Network Policy Enforcement	X	X	✓

Software

Software Asset Management	✓	✓	✓
Microsoft Application Support	✓	✓	✓
3rd Party Application Support	X	✓	✓
Software Purchasing Advice	X	✓	✓
Software Purchasing Coordination	X	✓	✓
Software License Renewal Coordination	X	✓	✓

Hardware

Hardware Asset Management	✓	✓	✓
Hardware Purchasing Advice	✓	✓	✓
Hardware Warranty Coordination	X	X	✓
Installation of New Hardware	X	X	✓
Software Migration on New Hardware	X	X	✓

Add Ons

Emergency After Hours Support	\$175.00	\$155.00	\$125.00
Handheld Support	X	\$5.00	\$3.00
Anti-Virus, Spyware License	\$3.00	\$2.50	\$2.00
Email Spam License	\$3.00	\$2.50	\$2.00
Out of Scope Work Discount	5%	10%	15%
Offsite Data Backup Discount	10%	15%	20%

***Excludes Monitors, Printers and Peripherals**

BASIC	PRO	PREMIUM
\$20/Month	\$30/Month	\$40/Month