

TECHNOLOGY PIT CREW



Snap-Shot Overview

- *Technology Pit Crew is a maintenance program designed to support IT systems at small to medium businesses.*
- *Requires 12 month commitment*
- *Cheaper than internal employees*
- *Proactive systems management helps smooth out the bumps and lets you take control of IT systems*
- *All plans deliver the same services*
- *You choose the monthly number of hours and plan that is right for your firm*
- *Annual savings can be in the multiple thousands of dollars*
- *Best of all, you get peace of mind knowing that your systems are well cared for*



Platinum Plan

- Platinum plan hourly rate: Custom
- Minimum hours/mo: Custom
- Minimum fee/mo: Custom
- Minimum savings/mo: Custom
- Annual savings: Custom

This plan is an excellent choice for firms who desire a completely customized maintenance schedule. We will develop a unique plan just for your firm's needs.

Gold Plan

- Regular hourly rate: \$135/hr
- Gold plan hourly rate: \$110/hr
- Minimum hours/mo: 68-91
- Minimum fee/mo: \$7,500
- Minimum savings/mo: \$1,680
- Annual savings: \$20,160

This plan is a good option either for larger firms who want to outsource maintenance or a smaller firm seeking end-to-end IT support for their entire enterprise.

Silver Plan

- Regular hourly rate: \$135/hr
- Silver plan hourly rate: \$120/hr
- Minimum hours/mo: 33
- Minimum fee/mo: \$4,000
- Minimum savings/mo: \$455
- Annual savings: \$5,460

This plan provides a great deal of value for the dollar - a good choice for firms who want to focus internal IT staff on projects other than day-to-day maintenance.

Bronze Plan

- Regular hourly rate: \$135/hr
- Bronze plan hourly rate: \$125/hr
- Minimum hours/mo: 12
- Minimum fee/mo: \$1,500
- Minimum savings/mo: \$120
- Annual savings: \$1,440

This entry-level plan provides either larger firms with specific support points or small firms with just the right level of service needed to support operations.

You Get These Services Monthly No Matter Which Plan You Choose.

1. **Workstation Maintenance** – Patching Operating Systems for security & updates; application upgrades; virus, spyware and spam filtering configuration and maintenance; system preparations for new systems
2. **Server Maintenance** - Patching Operating Systems for security & updates; application upgrades; virus, spyware and spam filtering configuration and maintenance; hardware analysis and health checking
3. **Storage Maintenance** – Capacity planning & utilization; backup verification; analysis and implementation of back up strategy for specific data types on a defined schedule
4. **Network Maintenance** – Resource and drive mapping and documentation; rights management and privileges/security configuration and implementation of policies; traffic bandwidth analysis & management; MCSE services
5. **Infrastructure Maintenance** – Trouble shooting and resolution of infrastructure issues; UPS battery checkups & replacement when needed; analysis and recommendation on physical infrastructure changes
6. **Security Maintenance** – Analysis of event logs from servers identifying policy infractions; review of security policies and actual security practices with recommendations for enforcement and changes; firewall and router upgrades; administrative password maintenance
7. **Internet Maintenance** – Domain name reviews and updates as needed; review of web site visitation and usage policies and actual practices with recommendations for enforcement; site and service blocking; bandwidth usage analysis
8. **Remote Access Maintenance** – Trouble shooting connections; VPN analyses and identification of problem areas; review of policies and actual usage with recommendations for changes and improvements
9. **Documentation** – Asset discovery down to the serial number and model number of assets; asset tracking and monitoring over time; physical and logical topology mapping; monthly reporting of services delivered; monthly reporting of infrastructure health
10. **Quarterly Technology Summits** - we'll sit down with you quarterly and review your technology needs, upcoming changes to your business that might impact your infrastructure, and how the current plan you are on is working for you.