JRD TECH LLC

MANAGED SERVICES PLAN 2015

We are a local computer repair business who have been fixing and building computers for 8 years.

For business JRD Tech provides Managed Services. Simply put managed services is like having a full-time IT person on the payroll but at a sliver of the cost. With managed services we monitor your computers health 24/7, provide virus protection, unlimited remote support, continuous tune-ups, and most important peace of mind that you're business will be running as efficient as possible by being proactive, rather then reactive with your businesses computers.

Common issues we help you solve include:
- Reducing downtime
- Improving system performance
- Updating your software
- Installing patches & updates
- Monitoring Health of computers 24/7
- Scan & remove malware & viruses
- Secure your data
- Web Protection
- and more!

Our Service Consists of three areas: Monitoring, Maintenance, and Support.

MONITORING	MAINTENANCE	SUPPORT
24/7 health check Identifies issues early on Keeps your business running	Improve Performance (Tune-up) Patches & Updates Helps you to work smarter	Computer or Application Crash Something not working right Reduce downtime Rapid Response

We understand that you and your employee's time is valuable. We will work around your schedule when performing these services and much of our work will be done remotely after-hours.

Maintenance: All our plans offer routine maintenance like temporary file cleanup, defrag, . As well as monitoring your computer for any issues. Our "Hybrid Plan" & "All You Can Eat" offers advanced maintenance such as patch management & keeping software up-to-date.

Remote Support: We offer unlimited remote support for all computers you have on our plan, 90% of computer issues can be diagnosed & fixed remotely. This is for support for solving issues you're experiencing, not tutoring.

Office Visit: If there's an issue that can't be resolved remotely. For maintenance, diagnosis & software repairs.

Full Managed Service Plan

Frequency	Responsibility	Cost
Continuous	Monitoring, maintenance, antivirus(PC only, Macs soon), web protection (PC Only), & unlimited on-site support. Includes support of up to 3 edge devices (switch/router)	$65mo per computer $195 mo per server $220mo minimum
Remote Support	Unlimited Remote Support	Included in Plan
Office Visit (Maintenance, Diagnosis & Repair)	Maintenance, diagnosis, & software repair issues that can't be addressed remotely, very fast response.	Included in Plan, $1 mile travel one way. 20% discount for things not included see the sections **"What the plans do not or do cover"**

Hybrid Managed Services Plan

Basically the same as the Full plan but does NOT include unlimited on-site or web protection

Frequency	Responsibility	Cost
Continuous	Monitoring, maintenance, remote support, & antivirus(PC only, Macs soon)	$35mo per workstation, $95mo per server $120mo minimum
Remote Support	Unlimited remote support	Included in Plan
Office Visit	Issues that can't be addressed remotely fast response.	10% off Standard rates

Just Need Monitoring Only? (No minimum)

Do you just want your system monitored? Have peace of mind that your system is always under watch for problems and just pay normal rates to correct any problems that are alerted (we won't repair anything without your go ahead first)

Frequency	Responsibility	Cost
Monthly/Continuous	24/7 Monitoring of computers for any issues.	$10mo per workstation $30mo per server
Remote Support	If something goes wrong and we can fix it remotely	$70hr billed in 30min increments
Office Visit	Issues that can't be addressed remotely.	Standard rates

Additional Options:

E-mail Administration	Let us administer your Google Apps or Office 365 e-mail accounts. Don't have one, we can help setup you up as well!	$299 per year ($199 year with one of our plans)
Cloud Backup	Having a good backup solution is key! Our HIPPA compliant military grade backup gives you peace of mind	$0.60mo per GB or $999yr for 500gb ($100yr extra for each additional 100gb)
Antivirus (PC Only)	Robust enterprise ICSA and VB100 certified antivirus	Standalone $80yr per computer or server (included in all you can eat plan & Hybrid plan, only $5mo more with monitoring)
Web Protection (PC Only)	content filtering to ensure employee productivity & protection against malicious websites..	$60yr per computer or server (included in all you can eat plan! Only $5mo more with Hybrid & Monitoring plans)

What the plans DO NOT cover:

The plans do not cover setup of any new devices / new computers, hardware replacement or repair. However your discount, depending on your plan, does apply. Plan does not include the cost of any parts or software, except antivirus, backup, or web protection where indicted.   *See below section for coverage on custom built computers

What the plans DO cover:

Monitoring, maintenance, unlimited remote support, diagnosis, & repair whenever possible. If on the full plan unlimited on-site maintenance, diagnosis, & repairs except hardware related. To expand more on the repairs for the Full Plan, most MSPs don't include ANY repairs they diagnosis free, provide maintenance but then charge for repair time. At JRD Tech we include repairs such as virus removal, programs not starting, popups, errors, etc...basically any software related. Hardware repairs are discounted per above. Although if you're a good customer we won't charge labor for simple hardware repairs like swapping out a memory chip, fan, or even power supply on certain machines.

If we built you a custom computer & you sign up for the full managed services within 6 months we will extend the warranty of your new custom computer up to 5yrs & provide complete repair/hardware replacement parts & labor (data recovery not covered) under the plan so long as you stay current with the managed service plan.

WARRANTIES AND LIABILITY

Maintenance Service provided under this agreement does not guarantee uninterrupted operation of the Customers computers, peripherals and network related to regular work.

While we will go above and beyond to make sure your systems are running in top order in no event shall the JRD Tech be liable for any damages including loss of business, loss of profits, loss of opportunity, loss of data or any other indirect or consequential loss of damage whatsoever in connection with the performance under this agreement.

Number of servers & computers:

Contract Term is for One Year.

I hereby agree to the terms outlined above, I give permission to JRD Tech to install a monitoring program on designated computers which will allow information about the performance and health of the computer to be transmitted securely to JRD Tech LLC. In addition this will allow JRD Tech remote access to perform repairs.

Customer Signature:_____

Date Signed:_____

JRD Tech Signature:_____

Date Signed:_____