

Technology issues happen all the time, in and out of the office, slowing employees down, ultimately costing the business money. Calling the “IT guy” to fix computer issues all the time can be costly after adding trip charges, increased labor rates for an afterhours/emergency response, and often a long initial response time (grinding productivity to a halt). Don’t wait for things to build up, or choose between performance and cost, there is a better way, and in most cases, it doesn’t cost more than you’re already paying for break/fix IT support.

## **What does “all you can eat” IT support mean?**

All you can eat IT support is a term for utilizing a budgeted, fixed monthly fee, for bundling our dedicated IT support and managed IT service offerings under a signed *Master Service Agreement*; enabling your business users to initiate IT trouble tickets and engage with a Microsoft certified IT helpdesk over the phone (during business hours), or if required, receive an IT professional at your location leveraging a guaranteed response time.

## **How much does it cost?**

- \$100/month per employee (includes three user devices)
- \$50/month per server (physical/virtual)
- \$15/month per additional user device (extra laptops, tablets, etc)
- Monthly cloud storage fee (tiered pricing depends on total cloud storage amount)

## **What does it cover?**

Every device you connect to your business should be covered. Initially, we’ll create a detailed network inventory list of network assets like workstations, laptops, mobile devices, and servers (this process is repeated semi-annually to update coverage). Inventoried devices are provided with a management tool that keeps them updated with Microsoft security standards, reports hardware/software errors to the Raptor IT dedicated helpdesk automatically for diagnostics, offers remote assistance after consent to all business users (remote/onsite), secures it with real-time antivirus protection, and sends an image-based backup to the cloud every day in case of an emergency.

## **What are the benefits?**

- 24/7 asset monitoring with email alerts
- Automated maintenance and security updates
- Unlimited IT support trouble tickets with a Microsoft certified IT helpdesk (during business hours)
- Guaranteed response times for non-emergency and emergency trouble tickets
- Waived trip charges and afterhours/emergency labor rates
- Discounted labor rates for IT related project work
- Perpetual antivirus license on all devices
- Daily local and cloud backups