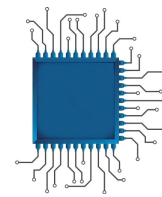# Complete IT Maintenance
by Simple Technologies

Do you take your car in for routine maintenance, oil changes, tire rotation, inspection of potential future failures, recall bulletins?

Are you being as thorough maintaining your IT infrastructure??

Simple Technologies is now offering complete managed services with proactive maintenance.

What is included and what are the benefits:

✓ All bases covered in our suite: <u>Updates, Backups, Antivirus, Monitoring, and Remote Control</u>
✓ Automates the work of a costly onsite technician for pennies on the dollar, and ensures it gets done!!
✓ Powerful antivirus, see why we recommend Webroot over any other offering: youtu.be/mwnhr1Dlkfo
✓ Software agent running on each computer to report issues and allow end users to create trouble tickets on our help desk portal
✓ Agent also expedites remote access for support techs to assist your users (actual support charged at hourly rate)
✓ Alerting of predictive hard drive failure BEFORE it fails (if supported by device)
✓ Alerting of abnormal behavior typical of virus infections
✓ Hard drive cleanup and defragmentation to optimize speed up and free space
✓ Update Microsoft products, and many popular 3rd party products, including "high risk" software such as Java and Adobe
✓ Overall: Improved reliability and uptime by using proactive maintenance instead of being reactive to emergency problems
✓ Save you money by reducing the occurrence of "bigger repairs" (besides replacing a $100 tech with a $25 automated app)
✓ **$40 discount** off all other hourly services
✓ Limited time bonus: 1 hour onsite network audit AT NO EXTRA CHARGE!!!

Costs and Add Ons

- **Cost**:
- Proactive automated maintenance suite: $25 per PC, per month, and $145 per server (servers get <u>1000GB</u> cloud backup)
- For a limited time includes a free bonus of Webroot antivirus subscription.
  - ➢ Maintenance plan also provides **<u>$40 discount</u>** off all services below:
- Hourly service 8am-5pm Mon-Fri PST: $130 per hour (price without maintenance plan discount)
- Travel (to certain destinations): $30 per hour (max $10 for maintenance customers)
- After Hours: $150 per hour (emergency availability may be limited without after hours help desk package)
- Compared all this to the actual cost of manually maintaining machines at an average 1.5 hours per month, per machine, could cost you over $150/machine every month in manual labor without all the bells and whistles of our managed platform. 10 machines could cost $1500 to maintain manually, or $250 using our automated system. Essentially you are automating the work of a $130/hr technician for <u>only $25</u>, and getting bonus software/services on top of that!!!

- **Add ons**:
- Additional cloud backup space: $5/500GB/month/PC (dependent upon sufficient internet speed for quantity of devices backing up)
  - ➢On servers this is an *image level* backup which means we can restore your <u>whole</u> machine, not just some documents like Carbonite.
- After Hours Help Desk: +$10 per user/month, dedicated phone number, with approximate 4 hour response time, for those in need of service outside of 8-5 Mon-Fri. This is similar to a retainer, and ensures that resources are either on hand or will call back when everyone else is closed, actual labor is performed at hourly rates above.

- Notes: This is an "automated maintenance software", no labor is included, however it is designed to replace high cost labor with low cost automation. Maintenance is meant to be a "change your oil on time, so that your motor lasts longer" type of service, other labor is performed at our standard hourly rate minus a $40 discount for making our job easier by keeping up with maintenance. Our automated software is a "best effort system", it does not guarantee your system health, but much like a flu shot, it greatly improves your chances of smooth service.

Common Questions and Misconceptions Answered

- We own a backup system.
- Does a qualified tech check it <u>weekly</u>, and actually test a restore scenario <u>annually</u>? Have you discussed common failure scenarios with a qualified tech, such as encryption attacks? If not your backup is probably broken or flawed and you won't know it until you need it the most!

- But we have a 3 year antivirus subscription
- Often the antivirus is getting daily virus definition updates, but no actual program upgrades are performed, do you think the product you installed 2-3 years ago still works for today's viruses? Definitely not! 99.9% percent of these programs miss [ransomware encryption viruses](#) for the first 5-10 days, while on the first day ALL YOUR DATA IS GONE. We use Webroot antivirus, which is so smart it can run alongside an existing antivirus program, watch here to see why it is so good: [youtu.be/mwnhr1Dlkfo](#)

- But we don't have that many problems.
- This is like a car out of warranty, only way more complex, things may run smooth for a while, but it's only a matter of time before you overlook something crucial that could have been a $25 fix, and turns into a $3000 fix and loss of your employee time because you were not proactive.

- But we have Logmein for remote access and patching.
- You probably have not seen your most recent automatically charged bill from them, the cost is now up to $600 per year just for remote access to 5 PCs, for a product that does not cover all the bases, and does not have anyone behind it that knows your equipment first hand. For a mere $8 more you can have thorough piece of mind.

- Microsoft automatically updates on its own or we run our own updates.
- 9 times out of 10 one of our audits will find <u>several</u> missing updates on every computer you own that you did not even know to look for, with MS being a huge culprit of this. It only takes 1 hole to sink a ship.

- ACME Inc has "an all we can eat package" that includes onsite service for a set monthly fee.
- The only way to do this is to charge a high exorbitant fee, or by using cheaply paid under qualified technicians (out of *high school*?). We dont want to do either of those, we just want to "enable" you by keeping on top of stuff that often gets missed using our top of the line software suite to keep everything greased and running smooth. Just like vehicle maintenance this is top priority stuff that you <u>should</u> be doing and most likely you are <u>not</u>.

- I just call Geek Squad when I have a problem.
- They charge $200 for a single incident, but they are most adept at tackling <u>consumer</u> issues, ie mom and pop @ home, not business issues, and many of their staff are pretty close to *high school expertise*. Kind of like Discount Tire can fix your flat for free, but they only service passenger cars, and they don't come to where you have the flat, while your big business rig is stuck on the road side. Your business needs business class service that is a step above Geek Squad.

- Can't we just call you when we want to do this stuff instead of getting a subscription?
- Sure, but your monthly subscription pays for a powerful software license that we use to facilitate automated maintenance and thorough monitoring, you would miss out on that and most likely "miss your oil change", risking a critical breakdown, it also replaces many of our costly tech hours with low cost automation, simply put, not having this makes our job more difficult, more unexpected disasters and more costly.