

HOW TROUBLE-FREE DO YOU WANT TO BE?

LITE PLAN

For small, low technology reliant businesses

- 24 x 7 System Monitoring & Problem Alerting
- Remote & Onsite Support available
- Quarterly IT Status Reports & Recommendations

BASIC PLAN

For technology reliant businesses Requiring Infrequent Support

- 24 x 7 System Monitoring & Problem Alerting
- Annual Tune-Ups for all covered computers
- Management of Microsoft Software Updates & Anti-Virus Software
- 1 Included Remote Support Incident per computer per month*
- Prioritised and Discounted Additional Remote & Onsite Support available
- Monthly IT Status Reports & Recommendations

PROACTIVE PLAN

Totally Outsourced IT for Technology Reliant Businesses with a High Operational Dependency

- 24 x 7 System Monitoring & Problem Alerting
- B.E.S.T.™ Practices Audit & recommendations regarding computer setup, security, and maintenance for maximum efficiency and minimum downtime
- Unlimited Remote & Onsite Support for computer problems*
- Unlimited Help Desk support for your staff
- Twice Yearly Tune-Ups for all covered computers
- Software License & Asset Management
- Email & Internet Management
- Discounted rates for any additional services

TROUBLE-FREE PLAN

Totally Outsourced IT for Technology Reliant Businesses with a Mission Critical Operational Dependency

Everything the ProActive Plan includes, plus:

- Highest Priority Service
- CT-recommended Defensive Software
- Quarterly Tune-Ups for all covered computers
- No Downtime Guarantee™ (including reimbursement of \$100 per hour for computer downtime – see agreement for details).

When trouble-free is a reality for your computers (and it can be), Computer Troubleshooters will also work with you to enhance your business through technology. **We'll put our B.E.S.T.™ people on it.**

For detailed information regarding these B.E.S.T.™ services and any additional offerings, visit www.ctsjw.com.au