



Computer Troubleshooters B.E.S.T. Plan Benefits



BENEFIT	TROUBLE-FREE PLAN	PROACTIVE PLAN	BASIC PLAN
NO DOWNTIME GUARANTEE – We pay you \$100 each hour your PC is down! *	✓		
Antivirus and Antispyware software provided for all computers	✓		
Licensing and Asset tracking included	✓		
Unlimited helpdesk for all users – 8am to 5pm weekdays	✓	✓	
All computer problems covered – remote and onsite *	✓	✓	
ISP & Email configuration and management included	✓	✓	
Backup configuration, management and monitoring included	✓	✓	
Network/Firewall/VPN configuration and management included	✓	✓	
Optional hardware guarantee covers hardware replacement (\$20/mo./PC)	✓	✓	
B.E.S.T. Practices audit yearly	✓	✓	
Computers and Servers monitored and managed 24/7/365	✓	✓	✓
Automated and immediate technician alerting	✓	✓	✓
Automated Microsoft patch/update management	✓	✓	✓
Remote access software for all computers	✓	✓	✓
Users can submit trouble tickets and see computer monitoring reports	✓	✓	✓
Monthly status reports and recommendations	✓	✓	✓
Discount on additional or non-problem service – remote and onsite	50%	40%	30%
Tuneups for all computers	Monthly	Quarterly	Semi-annually
Service and emergency call priority	Highest – same day guarantee	Higher – next day guarantee	High – next day guarantee

* Some restrictions apply – consult Computer Troubleshooters for more information
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