



STOECK

Information Technology

Pricing Guide

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SERVICE LEVEL AGREEMENT PRICING

<u>Service</u>	<u>Level 1 Basic</u>	<u>Level 2 Standard</u>	<u>Level 3 Premium</u>
Unlimited Remote Patch Management *	✓	✓	✓
Anti-Virus and Anti-Spyware detection Subscription for each Workstation and Server	✓	✓	✓
Technical support phone-calls (per month)	✓ 2	✓ Unlimited	✓ Unlimited
Daily System Audits, System Log Monitoring (weekdays)	✓	✓	✓
Monthly Executive Summary Report with others available upon request	✓	✓	✓
End User Support Portal (upon request)		✓	✓
End User Remote Control			✓
Bi-Annual Preventative Maintenance performed On-Site for Workstations and Server(s).		✓	✓
Application / Hardware Addition and Change Notification (upon request)		✓	✓
Security and Application Log Monitoring		✓	✓
Bandwidth Usage Tracking (upon request)		✓	✓
Asset Management and Report Generation (upon request)		✓	✓
Remote Management, Firewall and user Management		✓	✓
Spy ware Removal			✓
Microsoft Application Deployment ****			✓
Desktop Policy Enforcement – Loaner PC			✓
Disaster Recovery – includes 2 GB per workstation off-site backup, done once a weekday (overnight) ***			✓
Disaster Recovery – includes 10 GB per Server off-site backup, done once a weekday (overnight) ***	✓	✓	✓
SQL, Exchange, SharePoint services are available			
Discount given on basic rates for all work not covered by Service Agreement **		15 %	20 %
SLA COST PER MONTH	\$19 per Workstation Plus \$199 / Server	\$39 per Workstation Plus \$299 / Server	\$69 per Workstation Plus \$399/ Server

*Windows based machines with Broadband Internet Connection ** Current rate is \$120 per hour (nights and weekends maybe subject to a 25% surcharge) (2 hour minimum if at client site and within 1 hour travel) *** Last 10 instances of the file is kept, assumes machine is on for backup and has appropriate available disk space, once a month restore testing is not included and is an extra \$40/\$100 per month per workstation/server **** Software and hardware costs are extra and assumes legal licensed software