

ROTTWEILER

VOICE.DATA.SECURITY

Business Solutions: IT Support Services

BREAK/FIX PRICING

■ Site Visit Trip Charge	\$34
■ Remote Hourly Labor Charge	\$135
■ On-site Hourly Labor Charge	\$135
■ After Hours Hourly Labor Rate	\$150
■ Holiday Hourly Labor Rate	\$200

Our goal is to deliver your service within a reasonable time frame; however, there may be times when your service is delayed.



A LA CARTE

Add these services to Responsive or Proactive plans

- Reporting & Analysis
 - Executive Summary
 - Asset Management Reports
 - Incident Reports
- Strategic & Review Meetings
- Remote Access to Workstations or Servers
- Monitoring
- Managed Anti-Virus
- Managed Anti-Spam
- 24X7 Helpdesk Access
- Telephone System Support
- Firewall Management
- Desktop Management
- Patch Updates
- Patch Management
- Scheduled Maintenance
- Server Management
- Advanced Performance
- Monitoring
- Key Application Management
- OS Patch Management

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CALL! 770-529-5678

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 ROTTWEILER MANAGED IT SUPPORT	Responsive	Proactive	Complete
	\$30 monthly	\$40 monthly	\$52 monthly
Reports & Analysis	Basic	Enhanced	Comprehensive
Remote Server Access			✓
Remote Workstation Access	✓	✓	✓
Monitoring	✓	✓	✓
Meetings			Quarterly
Patch Management		✓	✓
Managed Anti-Virus		Optional	✓
Managed Anti-Spam			Optional
24x7 Helpdesk	Available	✓	✓
Telephone Support		Optional	✓
Priority Response	3rd	2nd	1st
Firewall Management			✓
Desktop Management			✓
Scheduled Maintenance		✓	✓
Server Management			✓
Advanced Performance Monitoring			✓
Key Application Management			✓
Off-Site Data Backup		Optional	✓
Remote Technical Support	\$125/hr	1 Hour Included	Included
On-Site Support	\$125/hr	\$115/hr	\$100/hr
After Hours Support	\$145/hr	\$130/hr	\$120/hr
Holiday Support	\$185/hr	\$160/hr	\$145/hr

**These prices do not reflect quantity discounts and BACR discounts available to qualifying customers.*

Call 770-529-5678 or email DukeS@mysecuritydog.com to enroll or for more information.

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