NETcare© Managed Workstation Plans

What if you could stop worrying about your workstations once and for all?

ESSENTIAL PLAN

24x7 Workstation Monitoring

Microsoft Security Patch Updates

SPAM, Anti-Virus, and Spyware Software & Updates

Monthly Summary Report of your Workstation's Health. ("Report Card")

System Auditing and Asset Tracking

COMPREHENSIVE PLAN

Essential Plan, Plus...

Microsoft Office Application Support

24x7 Access to Emergency Support

Onsite & Remote Technical Support

ActiveSync Device and Blackberry Support

Wouldn't it feel great knowing that someone was watching your computer systems around the clock and making sure that they were being kept up-to-date with the latest Microsoft security patches and Anti-virus and Spyware updates. And that it would all be done for you automatically, without the nuisance of making a phone call or sending an email for support?

Our NETcare© Managed Workstation Plans are designed to do two things for you — keep your workstations running properly, and make your workday easier by giving you one less thing to worry about. For an affordable fixed monthly fee, our Essential plan will monitor your workstations around the clock, 7 days a week. We'll also keep your workstation secure with the latest security patches and anti-virus and spyware updates. So when you're reading about the next destructive virus on the Internet, you can be confident that your workstations have been taken care of. And if you're looking for comprehensive workstation care that covers all of your onsite and remote support, then a Comprehensive plan is the answer.

Has Fixing Workstations Become Your Part-Time Job?

If fixing workstations has become a "part time job" on top of the full time job you already have, then you need help from someone you can rely on. Between cleaning up virus problems, resetting passwords, or trying to figure out why their computer won't connect

cleaning up virus problems, resetting passwords, or trying to figure out why their computer won't connect to the Internet, supporting end users and resolving their issues can quickly take up a big portion of your day.

With a NETcare Comprehensive plan, your users will have a dedicated help desk to call for technical problems with their workstations, including issues with their iPhones and iPads. We'll provide a speedy fix via remote access and if an onsite visit is required instead, you can rest assured that we'll be on our way. On top of that, we'll provide access to emergency technical support 24/7 so that when your user is in a crunch on a Saturday night and can't connect because your network is down, we'll be there to help them out.

Our plan gives you responsive, cost effective support — and best of all, it'll give you one less thing to worry about!

NETiMAGE
we do networks

Benefits at a Glance

NETcare Managed Workstation Plan	ESSENTIAL	COMPREHENSIVE
24x7 Workstation Monitoring	■	■
Anti-virus & Spyware Protection and Automated Removal	■	■
Email Protection (SPAM)	■	■
Remote Patch Management	■	■
Routine System Audits & Monthly Summary Reports	■	■
Basic Microsoft Office Application Support		■
ActiveSync Mobile Device Support		■
Access to 24x7 Emergency Technical Support for Priority 1 & 2 Issues		■
2 Hour Guaranteed Response Time for Priority 1 & 2 Issues		■
Onsite and Remote Support During Business Hours		■
10% Discount on labor for projects that fall outside of this plan		■

YOU DECIDE THE PLAN THAT'S RIGHT FOR YOU.

ESSENTIAL SUPPORT

Perfectly suited for the small and mid-sized organization that would benefit from anti-spam, anti-virus, and spyware protection, plus critical security updates and 24x7 monitoring.

COMPREHENSIVE SUPPORT

Ideal for the small and mid-sized organization that doesn't require a large IT staff, but who wants the convenience and benefits without the cost. We'll even include CIO-level resources, too!

For more information, visit us at www.netimage.net

Not sure if a NETcare® Managed Workstation plan is right for your business? Here are four indicators that a NETcare® plan is right for you.

1. You're busy and don't have time to worry about "every little security update".

2. You would feel more comfortable knowing that your user's anti-virus software is always up-to-date.

3. Your company relies heavily on mobile devices and you could use an expert hand at setting them up and supporting them.

4. You could get your own work done faster if your end users could call NETiMAGE with all of their technical support questions rather than calling you.

Call NETiMAGE for your Free No-Obligation Quote at 203.242.1111

To learn how the NETcare Managed Workstation Plans can start saving you time and eliminate headaches, call us at 203.242.1111 or email us at netcare@netimage.net.