

HOW TROUBLE-FREE DO YOU WANT TO BE?

LITE PLAN

- Automated Alerting
- Anytime Remote Support available
- Network, Workstation, Server Monitoring, and Management

BASIC PLAN

Everything the Lite Plan includes plus –

- Priority Service
- One remote support incident per PC
- Annual tune-ups included for all PCs
- Monthly IT status reports & recommendations
- 30% discount for any additional service

PROACTIVE PLAN

Everything the Basic Plan includes plus –

- High Priority Service – next day response or better
- All computer problems covered
- Unlimited Helpdesk support for all users
- Semi-annual tune-ups included for all PCs

YOUR BEST VALUE! TROUBLE-FREE PLAN

Everything the Basic and Proactive Plans include plus –

- No-Downtime Guarantee (including reimbursement of \$100 per hour for any downtime, see agreement for details)
- Highest priority service
- Optional Hardware Guarantee*
- CT recommended defense software (included)

Note: On the Proactive and Trouble-Free plans there may be additional charges to cover network servers.

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 as well as additional support offerings, contact your friendly local Computer Troubleshooter.

414.273.4287 (East Side) **262.432.2345** (Brookfield/Menomonee Falls)
262.754.0555 (Pewaukee) **262.242.4287** (Mequon/Germantown)

www.ctsmilwaukee.com/best

The World's First No Downtime Guarantee For Small Business



- Patch Management
- Quarterly IT Status reports & recommendations

- Best practices audit & recommendations regarding computer setup, security, and maintenance for maximum efficiency and minimum downtime
- B.E.S.T. Monitoring Software installed to facilitate daily monitoring and alert Computer Troubleshooters technician when a problem occurs

- ISP, email, backup, firewall, and VPN management support included at no additional cost
- 40% discount for any additional non-problem service

- Software License and Asset Management included
- Quarterly tune-ups included for all PCs
- 50% discount for additional (non-problem) service

