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# PEACE-OF-MIND MANAGED SERVICES 2017 PLAN SUMMARY

## COMPANY OVERVIEW

**Pure Technology** has been providing communications and technology services for over 20 years and has an excellent customer retention and track record. We work with industry leading technology providers to offer our customers proven solutions and innovative features.

Our “peace-of-mind” plans demonstrate Pure Technology’s ability to help your business support its existing and future IT needs. In addition, Pure Technology can provide you ultimate flexibility and user-specific customizations at a fraction of the cost of other traditional services. **Our Total Cost of Ownership comparison (available from your sales rep) demonstrates a savings of nearly \$20,000 over five years for a typical company with 10 employees.**

We are confident that once you’ve reviewed the enclosed pages, you’ll discover that Pure Technology is the right choice for all your IT solutions needs. We look forward to doing business with you soon!

*Want more information? Ask your sales rep for a customized plan to show Your Company’s savings.*

## MANAGED SERVICE PLANS

In-order to insure a cost-effective and predictable delivery model, Pure Technology is pleased to offer our new "Peace-Of-Mind" support packages. Now you can enjoy *virtually unlimited remote support* at a fixed monthly cost. That means no more pre-approvals or checking with employees to validate service charges. In addition, you'll enjoy lower costs for onsite services, installs and integrations.

### ***Peace-Of-Mind Services – Starter Plan     \$50/mo. per computer***

- Virtually Unlimited (up to 4 hours per computer) remote assistance
- Discounted on-site service fees (does not include new installs/integrations)
- Scheduled monthly maintenance: Install updates, verify backups, defrag hard drives, etc.
- Mozy-Pro Offsite Backups (up to 5 GB per machine)

### ***Peace-Of-Mind Services – Advanced Plan     \$79/mo. per computer***

Includes everything in the "Peace-of-Mind Starter" package plus:

- Virtually Unlimited (up to 6 hours per computer) remote assistance
- Discounts on our other services (i.e. web-hosting and email)
- Managed Anti-Virus protection for computers and mobile devices
- Mozy-Pro Offsite Backups (up to 10 GB per machine)
- Office 365 Business License per user, including tablets and mobile (does not include email)

### ***Peace-Of-Mind Services – Ultimate Plan     \$99/mo. per computer***

Includes everything in the "Peace-of-Mind Advanced" package plus:

- Truly Unlimited remote assistance
- Basic web-hosting included (or discounted advanced hosting packages)
- Support/Monitoring services for 1 server (per 10 employees) and 1 backup server
- Support/Monitoring services for 1 router (per 10 employees)
- Mozy-Pro Offsite Backup for Servers (up to 20 GB per 10 employees)
- Office 365 Business License w/ Email Hosting and SPAM protection (up to 25 GB per user)
  
- Add Email Archiving: \$3.00/user/mo.
- Add Skype for Business: \$5.00/user/mo.
- Add 1TB Dropbox for Business: \$11.00/user/mo. (5 user minimum)

\*All services require a setup fee equal to one month of service. Service agreements are made on an annual basis and require 30 days written notice prior cancelation. Scheduled maintenance will occur outside of normal business hours.

### ON-DEMAND VS PEACE-OF-MIND SERVICES

**On-demand IT services are un-predictable and a best-effort support contract at best. With a new “Peace-Of-Mind” Service plan from Pure Technology, you’ll benefit from knowing what you’re getting *and* what you’re paying from the start.**

By having a predictable service plan, consider the additional benefits your staff will enjoy:

- ✓ Fixed, predicable monthly costs make budgeting for your IT needs easier.
- ✓ Unlimited support – how many times does an employee wait to fix a problem due to costs?
- ✓ Voice/Web-Conferencing account – are you paying for additional services through 3<sup>rd</sup> parties such as Web-Ex or Conference calling from your phone company? These fees could be avoided with our “Peace-Of-Mind Advanced” and “Peace-of-Mind Ultimate” plans.
- ✓ Remote access to your computer – How many times has an important email gone unanswered or a file that someone needed “had to wait” because no one was in the office. Your employees could be enjoying the ability to access their important files from anywhere – even an iPad!

In addition, for a fraction more per month, the “Peace-Of-Mind Ultimate” plan provides additional benefits such as a additional Web and Voice Conferencing accounts, Support and Monitoring services for important servers and routers and detailed monitoring/reporting for every desktop to help guide IT decisions.

### WANT MORE?

**Ask your sales rep about discounts for combining your Peace-of-Mind plan with other services we offer. More details are available, but here are just a few:**



**Hosted Email** – Not your average email. Choose from Microsoft Exchange or Google Apps and enjoy complete office productivity, connectivity, and the ability to access your email, contacts, calendar, notes, etc. from anywhere (including mobile devices such as a phone or iPad).



**Hosted Phone Service** - Our hosted phone system provides all the features of an enterprise level phone system at a fraction of the cost. Even small businesses could enjoy features like auto-attendant, voicemail for every user, receiving voicemail in your email box, placing callers on hold, transferring, music-on-hold, conference calls, and even a desktop client for easy access to voicemails, faxes, and phone calls.



**Website Design/Hosting** – Let our creative services team design and build a website that works for your company. Whether you need a modern e-commerce site to sell your latest products and services online, or you just want an easy-to-use informational site for showcasing your company, our talented team can design, develop, and implement a fresh, innovative, website that’s right for you *and your budget*.