

Description	Silver	Gold	Platinum
Monthly Cost per Windows® PC	\$16.00	\$32.00	\$56.00
Monthly Cost per Windows® Server	\$160.00	\$240.00	\$320.00
Network Devices, Tools & Management	\$100.00	\$100.00	\$100.00
Rigorous Network Preventative Maintenance 24x7x365 Network Monitoring (Connectivity, Device, Security, Backups, Anti-Virus & Spyware system monitoring) Microsoft Patch Management Comprehensive Reporting (Historical/Trend/Capacity Reporting) Unlimited Network Dashboard Client Access Unlimited User Adds, Removal and Modifications	Included	Included	Included
On-site scheduling of technician, maximum response time*	72 hours	48 hours	24 hours
Unlimited Phone and Remote Support Sessions on covered items	<i>NOT Included</i>	Included	Included
Firewall & Wireless Access Device Management	<i>NOT Included</i>	Included	Included
Printer Management (Networked)	<i>NOT Included</i>	Included	Included
Exchange Server Management	<i>NOT Included</i>	Included	Included
MSSQL Server Management	<i>NOT Included</i>	Included	Included
Supported Software Upgrades** (Desktops & Laptops Only)	<i>NOT Included</i>	<i>NOT Included</i>	Included
Installation of new user desktops	<i>NOT Included</i>	<i>NOT Included</i>	Included
Virus & Spyware Removal Services	<i>NOT Included</i>	<i>NOT Included</i>	Included
Smart Phone Setup & Unlimited Support ***	<i>NOT Included</i>	<i>NOT Included</i>	Included
Upgrade/Install (RAM, CD/DVD, USB Devices, Printers & Scanners)	<i>NOT Included</i>	<i>NOT Included</i>	Included
Warranty Repairs****	<i>NOT Included</i>	<i>NOT Included</i>	Included
* On-site visit is scheduled at a mutually agreed upon time with the Customer			
** Supported software patch & upgrades includes applications from Microsoft, Adobe, Symantec and McAfee for Desktop only. Server will be considered project type work and excluded.			
*** Smartphone Set Up & Support includes integration with email servers only, if applicable.			
**** Warranty repairs - we will contact vendors of hardware that are under warranty and arrange repair. TradeWeb does NOT conduct actual hardware repairs or pay for hardware.			



Microsoft Business Solutions
Custom Development Solutions
Advanced Infrastructure Solutions
Networking Infrastructure Solutions

Hourly Service Rates for tasks not included for a Device in a Managed Service Plan*		
Description	Remote	On-Site
Desktop Support	\$65.00	\$75.00
Server Support	\$95.00	\$105.00
Networking Support	\$95.00	\$105.00

*Hourly Service Rates for non-managed devices are higher and available upon request

You're in good hands

TradeWeb delivers Windows based web hosting, dedicated server, and collocation solutions at a competitive price. All of our managed hosting solutions are backed by service level agreements - so you can be confident that your sites and servers are in good hands.

Your staff may never know there was a failure –because we prevented it or fixed it!

- Ensuring sustained and continuous access to your critical business service applications such as accounting, scheduling, communication, email, web applications and others.
- Predictability of your IT spending – No more emergency fees! No more unknown costs. One monthly fee is all you pay!
- Providing the highest priority response for network issues – if something unpreventable does occur on your network, you will move to the top of the service queue and we'll begin working on resolving the issue and get you back to business FAST.
- Optimizing network performance – we provide regularly scheduled preventative maintenance activities on those devices that support your critical business applications. Every "T" crossed and every "i" dotted.
- Total support for your employees with unlimited Helpdesk Access – Professional support keeps your staffers focused on business, instead of guessing how to solve IT issues!

Services & Benefits:

- 24x7x365 Monitoring for Availability, Performance, Security, Predictive Failure & Comprehensive Reporting
- Plans for Unlimited Phone, Remote & Helpdesk Support
- Physical Evidence of Network Security
- Rigorous Preventative Maintenance Management using Best Practices
- Quicker Resolutions
- More Predictable IT Spending Patterns Based on Comprehensive Reporting
- Allows You to Focus on Your Core Business
- Pinpoint & Predict Issues Before They Impact Your Network And Reduce Costly Downtime
- Improve Network Stability & Performance
- Have Peace of Mind *Knowing* Your Network is being managed with Best Practices; Reliably & Securely.

Revision CC 3/31/09



Microsoft®
Online Services