

PC Problems HelpDesk Service Agreement



Our goal is to serve as your technology partner with a focus on providing solutions. We use a consultative approach to evaluate your technology needs and then advise on the best solutions for your current and future needs. PC Problems, LLC can save you time and money through better use of appropriate technologies.

Overview

Exhibit A

PC Problems, LLC is proud to offer our exclusive HelpDesk computer services. This service provides an affordable proactive IT management solution to support business owners and home owners.

This system will allow us to manage your computers and servers from our location which utilizes our unique framework to provide you with HelpDesk solutions.

PC Problems, LLC provides a range of proactive services to keep your computer systems up and running 24/7.

Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

Benefits

- Reliability
- Security
- Consistency
- Productivity
- Cost Management and Control
- Performance
- Managed Expansion and Growth

System Administration Based on Your Needs

Your PC Proactive Solutions Agreement is bundled with a low cost hourly rate when on-site service is needed for such tasks as break/fix occurrences, initial system deployment, and major OS upgrades.

During the initial implementation, our certified computer technicians will discuss all steps of the implementation with you. They will then install the necessary software for remote administration, performing any reconfiguration required to bring all administered systems to a known state for easier monitoring and management. Configuration changes are documented and provided to you.

Service and Deliverables to Keep Your System Running Right

Our PC Proactive Solutions program provides the critical tasks to keep your system up and running.

Tasks conducted by our Managed Service engineers include:

- Site Assessment
 - Review system infrastructure and network security policies
- Network Consistency
 - Bring infrastructure and systems to a known state, install applications, patches, or updates required
- Site Database
 - Inventory database containing your system hardware and software
- Review Managed Service Activities
 - Service and support procedures

On-going Managed Services include:

- User Account Management
- Security Patch Management
- User Policy Enforcement
- File System Management
- Software License Reporting
- Client Network Configuration Management
- 24x7 Workstation Monitoring
- Disk Space, Partition and Usage Management
- Software Deployment
- Anti Virus Management and Removal
- Spy Ware Management and Removal
- End User Remote Control
- Management Reporting
- System Inventory Reporting
- Printer Management

On-Site Service

When our managed services are in need of on-site assistance we are always there to help.

Features

- On-site break/fix maintenance of Windows OS-based workstations and attached peripherals
- Knowledge transfer to in-house administrators and end users
- Optional on-site hardware maintenance

Benefits

- Increase efficiency: respond faster to problems and meet required service levels
- Increase effectiveness: only used when needed
- Realize value: reduce your cost of ownership

Comprehensive Services

Your certified on-site service technician can perform any of these tasks:

- Setup and deployment of new systems
- Assist with the allocation of system resources
- Assist in hardware failure determination and resolution
- Assist in hardware maintenance as required; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

Carry-In Service

We offer a full featured service center and a completely stocked inventory. Some of our clients choose to carry-in their computers for service, especially if they use laptops. In these situations your job is prioritized.

Features

- Rates of service is discounted further for carry-in service

Benefits

- Increase efficiency: respond faster to problems
- Increase effectiveness: only used when needed
- Realize value: reduce your cost of ownership

Third Party Remote Desktop Support

PC Problems, LLC will provide support for other applications within our scope of expertise when needed. Remote Desktop support for any 3rd party application is billed at \$40 per remote desktop hour, min charge one hour. Additional hours are billed up to the half hour. Each incident will be tracked, described and reported in your monthly reports. Two examples leading to this charge would be: QuickBooks training or PowerPoint assistance.

We **do not charge** for Remote Desktop sessions that involve HelpDesk Services.

Features

- One number or ticket system to use for issues
- Well spoken certified technicians who work with you
- Tracked issues through resolution
- Provide matrix and analysis of issues

Benefits

- One point of contact - easy to remember
- Consistent communication – helps to expedite a resolution
- Increased efficiency – users do not have to wait on-line or on-hold to resolve issues

Most incidents will be performed “same-day” but we reserve the right to schedule 3rd party remote desktop support sessions during our normal business hours. When the need arises, you will be contacted by our staff to schedule a mutual time.

We hope to deliver the best computer services possible. If in the event you are ever not satisfied, please contact me, Carmen DeRosa, directly at carmen@pcproblems.com or call 973-377-7711.

Thank you for your interest in our computer services.

Carmen DeRosa,
PC Problems, LLC

Agreement

Keep this copy for your records

Fee Schedule for PC Proactive Solutions:

PC Problems, LLC will provide PC Proactive Solutions as defined in Exhibit A.

PC Problems, LLC will provide a discounted hourly rate of \$80 per hour when on-site service is required and \$60 per hour when carry-in service is required.

PC Problems, LLC will provide 3rd party software support through the use of remote desktop support , billed at \$40 per hour, minimum one hour, additional hours billed to the half hour as defined in Exhibit A.

PC Problems, LLC will NOT charge for remote desktop support when our technicians need access to your computer for any type of PC Proactive Solutions, this is included in the agreement defined in Exhibit A.

As part of this agreement PC Problems, LLC will provide certified technicians whose responsibility will be to work with you to determine an appropriate technology strategy¹, service any current issues and plan proactively on a periodic basis. PC Problems, LLC will keep an accounting of all services and provide you with a monthly periodic report.

Upgrading or replacing hardware or software normally requires on-site service. Our discounted rate will still apply when replacement hardware, software, cabling or other equipment that may be needed. You will be quoted for new or replacement equipment prior to installation. We ask that you sign a work order before any work or part is ordered. Once approved by you, parts may not be changed or returned unless defective for replacement of same.

This agreement may be cancelled at any time by either party. No refunds will be given for the month of cancellation. If future months have been paid for, they will be refunded by PC Problems, LLC. This agreement will be immediately cancelled if another technician services the client's network without specific permission from PC Problems, LLC.

Billing Cycle: Quarterly

PC Proactive Solutions, per Server ...	\$75/mo.	
PC Proactive Solutions, per Workstation ...	\$40/mo.	(4 or more)
On-Site Service ...	\$80/hr.	(without agreement: \$160/hr.)
Carry-In Service ...	\$60/hr.	(without agreement: \$100/hr.)
3 rd Party Remote Desktop Support ...	\$40/hr.	(without agreement: \$100/hr. or \$160/hr.)
Emergency Same Day Service ...	No additional charge only above fees apply	(without agreement: \$100 plus above)

Installing the PC Proactive Solutions Agent, you are accepting this agreement.
This agreement may be cancelled at any time.

Thank you,
PC Problems, LLC

Sign: _____ Date ____ / ____ / ____

Print Name: _____ # of Workstations ____ # of Servers ____

Terms:

Beginning on the Effective Date of this agreement, Client will be billed according to the above-stated payment Schedule, in advance for applicable fees. Monthly on-site service charges and hardware/software costs, if any, shall also be billed monthly when needed. Any amount due to PC Problems, LLC under this Agreement shall be payable in full upon receipt of an invoice therefore, without withholding, deduction or offset of any amounts for any purpose. Any amount not paid within 15 days of the date of each invoice shall be subject to an interest charge equal to the lesser of 1.5% monthly or the maximum interest charge permissible under applicable law, payable on demand. Any charges not disputed by you in good faith within 30 days of the receipt of an invoice therefore will be deemed approved and accepted by you.

¹ The core strategic items are capital expenditure planning, staffing, and technology expense items. That technology means computers, networks, ISP, Line Carrier, and any infrastructure related items.

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