

ON SITE SERVICE PLANS

Each Service Plan offers you the flexibility most companies lack. With a variety of features to choose from in each plan, Computer Direct will help you find the best plan for your business.

Some features in each plan include:

- Emergency support.
- Remote Monitoring & Maintenance.
- Backup, Disaster Recovery, and Network analysis.

Why choose Computer Direct:

- Our Service Plans are 75-80% cheaper than hiring your own IT person.
- Other plans charge per PC or server. Our plans offer you one set price so you can manage your IT budget more effectively.

Which plan is right for your business? Ask one of our friendly associates today and find out the best plan that fits your business needs.

	PLATINUM	GOLD	SILVER
Agreement period (months)	12	12	12
Total Hours	50	30	20
Days (excludes Holidays)	Monday -Saturday	Monday -Saturday	Monday -Friday
Hours Coverage	9 AM – 6 PM	9 AM – 6 PM	9 AM – 6 PM
Emergency Response Time	Within 2 hours	Within 8 hours	Within 24 hours
Package Price	Please Call	Please Call	Please Call



TECH EXPRESS™
ON SITE SERVICES

(248) 597-0700

OUR PLATINUM, GOLD & SILVER PLAN PROMISE

1. Download and installation of software updates.
 - Critical Microsoft updates for both hardware and software.
2. Virus and Spyware Removal.
 - Removal of viruses and spyware on servers and workstations that will affect system performance using existing software products at customer's site.
3. P.C. and Server Cleaning.
 - Remove Workstation / Server side panels and remove dust as well as dust clusters that could affect system cooling.
4. Analyze and secure data infrastructure.
 - Performance analysis and suggest enhancements.
 - Verify secure passwords are being used, and network is secured from internal, and external threats.
5. Data Archiving / Backup.
 - Archive data for increased storage space if needed.
 - Analyze current backups and identify any issues.
 - Backup business critical data.
6. System Updates / Upgrades.
 - Update or upgrade existing workstations and server's hardware / software per customer's specifications.
7. New Hardware and Software installation.
 - Install Specific Hardware and or software per customer's specifications.
8. Installation of additional Workstations or Servers.
 - Install new end user computers and business servers.
9. System Diagnostics, and Preventative Maintenance.
 - Empty recycle bins of non critical data.
 - Delete .tmp files.
 - Delete files that begin with an (~).
 - Delete old .ZIP files.
 - Delete old .CHK Files and verify page file size is adequate.
 - Run Scandisk and defrag the drive as needed.
 - Check Available disk space, and identify any size limit concerns.
 - Clean out Windows temporary internet files.
 - Set Internet settings to delete temporary internet files on exit.
 - Check, and clear Temp folders in windows.
10. Network Switches and Routers.
 - Identify Routers and switches.
 - Apply firmware updates and backup configurations for routers and or firewalls.
 - Verify Passwords, and configuration.
 - Identify Wireless Equipment and document coverage.
 - Identify any issues, and provide on-site solutions.
11. Free Disaster Recovery Analysis.
 - We will analyze your current disaster recovery procedure, and inform you of where improvements can be made.



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**TECH™
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Services Guide



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Direct**

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ON SITE SERVICES

TECHNICAL CONSULTING

- A Tech Express Expert will review your current devices and recommend integration, upgrades and purchases to enhance your small business network setup.
- Check and review your current devices, including home computers, networking and computer peripherals.
- Help recommend and design the right solution with you.
- Recommend any hardware, software, integration and upgrades.
- Amount charged is deducted from the cost of services/products resulting from the consultation.

SYSTEM DIAGNOSTIC

- Run scandisk and defrag the drives as needed.
- Run special diagnostic tools for trouble-shooting and testing.
- Check available disk space and identify any limit concerns.
- Empty recycle bins of non critical data.
- Identify and document issues with repair estimates.
- Check and clean temp folders in windows.
- Clean and remove dust as well dust clusters inside your computer.

DISASTER RECOVERY ANALYSIS

- Basic analysis to determine if your data can be retrieved.
- Provide a cost estimate on case by case basis. The cost estimate is subject to change during or after the service is performed.

SOFTWARE REPAIR & INSTALLATION

- Install and/or repair, configure and update 1 software title and add convenient desktop, start menu and quick launch bar shortcuts for quick and easy access. Software sold separately.

SYSTEM MAINTENANCE

- Install critical Microsoft updates for both hardware and software.
- Install antivirus and antispyware software with current definitions and application updates.
- Perform system updates and improve performance, including startup and shutdown optimization, menu navigation improvement, quick launch and taskbar cleanup.
- Enable basic security functions, including blocking pop-up activation in Internet Explorer.
- Delete programs that are unwanted including any trialware.
- Create a backup restore CD
- Test and verify PC hardware and software functionality.

DATA BACK UP

- We back your data from your computer to a storage device, an internal or external hard drive or another computer.
- Analyze current back up and identify any issues.
- Import the data to an installed program or per customer request. Program transfer are EXCLUDED.
- Data loss recovery is NOT included. Please see DISASTER RECOVERY SERVICES.
- For Network data back please refer to Networking Services.

OPERATING SYSTEM INSTALLATION

- Install, upgrade or repair and configure a desktop operating system (Windows/Linux).

Install all the necessary drivers, critical updates.

GET CONNECTED

NETWORKING

- Upgrade or new installation of Operating system Windows or Linux.
- Install or upgrade server hardware and peripherals on the network.
- Install or upgrade client hardware and peripherals on the network.
- Identify all Routers, hubs and switches on the network.
- Install network version antivirus and antispyware software with current definitions and application updates .
- Install firmware or apply updates and back configurations for routers and firewalls.
- Set up and verify passwords and configurations.
- Test network to identify any issues and provide solutions.

NETWORKING (WIRELESS)

Gold Package

- Set up a wireless router to an ISP box and update router firmware.
- Set up and configure your wireless network connection with your ISP.
- Make or change your configurations , Administrator username (if applicable) and administrator password.
- Set up and provide wireless network encryption for added security.
- Network up to 3 compatible computers or devices, including file and print servers, network-ready printers, VoIP devices, and media center.
- Test and Troubleshoot connection issues, including reconfiguration and connection to the internet if necessary.

Platinum Package

- Set up a wireless router to an ISP box and update router firmware.
- Set up and configure your wireless network connection with your ISP.
- Make or change your configurations , Administrator username (if applicable) and administrator password.
- Set up and provide wireless network encryption for added security.
- Network up to 6 compatible computers or devices, including file and print servers, network-ready printers, VoIP devices, and media center.
- Test and Troubleshoot connection issues, including reconfiguration and connection to the internet if necessary.

**ON-SITE OFFICE OR
IN-HOME SERVICES ARE
MINIMUM OF 2 HOURS**

REPAIR & INSTALL

HARDWARE REPAIR & INSTALLATION

- Upgrade, add or repair system parts, and peripherals.
- We will install, setup and test an internal or external PC component.
- **Components included:** CPU, memory, power supply.
- Configure and test component (ready to use).

ADVANCED HARDWARE REPAIR & INSTALLATION

- Same as Standard Program plus:
Components included: Motherboard, graphics card, hard drive, optical drive, network card, printer or scanner (reloading OS and data backup are excluded).

