

# About

## SupportWerks™ Premium Managed Services

### How SupportWerks™ benefits your company

Spade partners with your small to medium sized New England business as your IT department extension through our premium managed service plan, SupportWerks™. Our SupportWerks™ team monitors and manages your computers, servers and networked systems, provides real time help desk support, and responds on demand to your technology needs twenty-four hours a day, seven days a week, all included under a set monthly fee.

We invite you to review our Silver, Gold, and Platinum service plans.

Please complete an online, qualifying form to see if SupportWerks™ Premium Managed Services is right for your business.

- Complimentary Technology Compass™ provides a complete IT system evaluation
- Set monthly fee
- 24/7 Emergency Response
- Proactively Manage your Computers, Servers and Networked Systems
- Reduced Computer, Server, and Network Downtime
- Increased Employee Productivity
- Reduced total cost of ownership on your technology investments

PC Management Prices Monthly Per Computer	Silver \$39	Gold \$49	Platinum \$59
<b>Installation &amp; Configuration</b>	\$595	\$595	\$595
<b>24 x 7 Support</b>			
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Microsoft Application Support	✓	✓	✓
Emergency After Hours Support (5pm to 8am M-F and Weekends)	—	✓	✓
Unlimited On-Site Support	—	—	✓
<b>Maintenance</b>			
Online Asset Management	✓	✓	✓
Online Case Management	✓	✓	✓
Online License Management	✓	✓	✓
Desktop Optimization & Management	✓	✓	✓
Spyware and Adware Removal	✓	✓	✓
VPN Client Management	✓	✓	✓
<b>Security</b>			
Antivirus Software Management & Updates	✓	✓	✓
Software Patch Management	✓	✓	✓

### INSTALLATION & CONFIGURATION

The SupportWerks™ system will be installed and configured within your company's network infrastructure to allow SupportWerks™ to proactively manage and monitor computer activity to ensure constant uptime.

### 24/7 SUPPORT

#### Unlimited Phone Support

Our SupportWerks™ Technicians are available to help you by phone on our toll free service line. SupportWerks™ can help walk you through common computer problems such as network connectivity, email retrieval and file access. If the identified problem cannot be resolved over the phone, the technician will arrange for on-site support.

#### Unlimited Remote Control Support

Remote Control Support allows your SupportWerks™ Technician to view your computer screen and work with you to resolve your computer problem.

#### Microsoft Application Support

SupportWerks™ will oversee all Microsoft programs such as Word, Excel, and Outlook to ensure that these applications are updated and running event free.

#### Unlimited On-Site Support

SupportWerks™ will arrange for a technician to resolve your computer problem on-site at your office location. Silver subscribers may receive this service billed at an hourly rate.

#### Emergency After Hours Support

SupportWerks™ will respond to computer problems after your normal business hours and on weekends (Monday – Friday 5:00 pm – 8:00 am, Saturday and Sunday 24 hours). Emergency support is available via phone, remote or onsite to ensure that your business remains productive 24/7.

### MAINTENANCE

#### Online Asset Management

You will have access to an online inventory report of your business' computer hardware and software resources.

#### Online Case Management

SupportWerks™ maintains a computer problem log that allows you to view a complete summary of computer issues and resolutions. Your SupportWerks™ manager will address resolutions for computers that require ongoing support.

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### Online License Management

SupportWerks™ will provide notification to remind you of pending software licensing laws to remain software compliant. You will be able to view all software agreements in the Online Inventory Report.

### Desktop Optimization & Management

A healthy computer system requires routine updates. A SupportWerks™ technician will ensure that your computers receive current service packages including Windows Updates, Office Updates, anti-virus updates and anti-spyware updates.

### Spyware & Adware Prevention

Spyware & Adware are computer programs that computer users may accidentally download onto their computer. Spyware monitors the computer user's activity on the Internet, gathers files, email addresses, and password information, and transmits that information to an outside source. Adware also collects computer user's activities and uses that information to show internet advertising on the computer's browsers – often resulting in the user being bombarded with pop-up ads. Both programs are uninvited and almost always unwanted. SupportWerks™ will prevent both Spyware & Adware from entering by continuously monitoring your company's computers and by educating employees on ways to avoid inadvertently downloading these programs. SupportWerks™ stops Spyware & Adware before it occurs.

### VPN Client Management

A VPN, virtual private network, allows you to securely access your company network and files remotely. SupportWerks™ will create and maintain a VPN for you.

## SECURITY

### Antivirus Software Management & Updates

Viruses can bring your business to a screeching halt and damage critical data. SupportWerks™ will monitor and manage your company's network security, antivirus software, firewall, and VPN (virtual private network) and install security programs to protect your information and systems.

### Software Patch Management

Software patches are routine security and stability software upgrades provided by software companies to solve discovered software security issues. These patches are designed as intermediate solutions until the next software release. SupportWerks™ will install and manage patches to keep your software secure and stable protecting your computers from downtime or lost data.