Service	Basic Connection	Advanced Connection	Premium Connection
IT Documentation	Limited	Included	Included
Monitoring and Alerts	Server Only	Included	Included
Update Management	Included	Included	Included
Performance Management	Included	Included	Included
Backup Management	Limited	Included	Included
Workstation Management	Included	Included	Included
Server Management	Included	Included	Included
Workstation Support (Remote)	$65/hr	Included	Included
Workstation Support (On-Site)	$95/hr (1hr min)	$25/hr (1hr min)	Included
Server Support (Remote)	$85/hr	Included	Included
Server Support (On-Site)	$95/hr (1hr min)	$25/hr (1hr min)	Included
Printer Support (Remote)	$65/hr	Included	included
Printer Support (On-Site)	$95/hr (1hr min)	$25/hr (1hr min)	Included
Standard Response Times	5 Hours	4 Hours	
Emergency Response	$105/hr (2hr min)	$95/hr (1hr min)	Included
On-Site Mileage	0.64/mi	0.54/mi	Included
Application Support (Microsoft Office)	$85/hr	$75/hr	Included
Application Support (Business)	$95/hr	$85/hr	Included
Application Support (SQL Server)	$95/hr	$85/hr	Included
Managed Anti-Virus	Included	Included	Included
Project Discount	$85/hr	$75/hr	Included
Managed Webroot Anti-Virus	Included	Included	Included
Backup Services (Per Device)			
Workstation Backup (On-Site)	$25/m	$25/m	$15/m
Workstation Backup (Cloud + On-Site)	$65/m	$65/m	$55/m
Server Backup (On-Site)	$55/m	$55/m	$45/m
Server Backup (Cloud + On-Site)	$105/m	$105/m	$95/m
Server Backup (Cloud + On-Site + VM)	$125/m	$125/m	$115/m
Managed Devices (Per Device)			
Windows Workstation (CCWIS)	$8/m	$16/m	$32/m
Windows Workstation	$12/m	$24/m	$48/m
Mac Workstation	$16/m	$28/m	$52/m
Windows Server (CCWIS)	$89/m	$129/m	$199/m
Windows Server	$139/m	$159/m	$259/m
Linux Server	$159/m	$179/m	$279/m
Web Services			
Web Site monitoring	$15/site/m	$15/site/m	Included
Email Spam/Virus Filtering	$5/user/m	$5/user/m	$3/user/m
Web Hosting	$20/m	$20/m	$10/m
Email Archiving and Backup/email	$3/email/m	$3/email/m	$3/email/m
Email Hosting	$5/email/m	$5/email/m	$3/email/m
Hosted Virtual Private Server	Custom	Custom	Custom
Domain Management	$75/yr	$75/yr	$75/yr

**Supported applications include: Sage PRO, Pendulum