



Service Desk Service and Support Offerings

Pricing:

Service	Level I	Level II
Coverage	8am-6pm	8am-6pm
1-10 Users	\$75.00	\$78.00
11-50 Users	\$55.00	\$58.00
51-100 Users	\$45.00	\$48.00
101-199 Users	\$35.00	\$38.00
200-300 Users	\$30.00	\$33.00
301-500 Users	\$25.00	\$28.00

Additional Value add services:

- On-site break/fix desktop support
- Re-imaging of machines (if image available)
- Physical desktop moves and hardware additions
- Breakfix printer support
- System upgrades
- Enterprise wide application rollouts
- Patch management

Service Desk Support Options	Level	
	I	II
*Windows desktop troubleshooting – 95, XP, Vista, Windows 7	X	X
Microsoft Office 2000, 2003, XP, and 2007 Suites	X	X
Windows and Office add-ons	X	X
E-mail client setup and configuration	X	X
E-mail archiving support	X	X
Network and Internet connectivity problems	X	X
Desktop peripherals – USB drives, printers, keyboards, mice, monitors, and scanners	X	X
Adobe Acrobat Reader	X	X
Internet Explorer 5.0, 6.0, and 7.0	X	X
Use of remote control software for remote troubleshooting	X	X
Network and local printing support	X	X
Microsoft Visio (application functionality only)	X	X
WinZip	X	X
Microsoft Project (application functionality only)	X	X
**Spyware, Anti-virus, and Malware (initial scan only)		X
Server diagnostics and troubleshooting		X
Server-based password resets and unlocking accounts	X	X
***User Moves, adds, and changes in Active Directory		X
***User administration of Microsoft Exchange		X
***Citrix Server support (session administration, and connectivity only)		X
Software installation (with valid license keys)	X	X
Escalation to various software and hardware vendors only with accompanied documentation and escalation procedures	X	X

Web-Based incident reporting and status tools.
SLA reports for time-to-answer, time-to-resolve.

*OS and system updates not included.

**Initial Scan only – more in-depth scanning and remediation is billable.

***Services provided at additional cost to be determined based on number of users.