

Virus Prevention and Management	●	●	●	●
Spyware Prevention and Management	●	●	●	●
Back-up Monitoring and Management	●	●	●	●
Operating System Patching and Microsoft Office Patching	●	●	●	●
Hard Drive Defragmenting and Optimization	●	●	●	●
Monthly Network Health Report	●	●	●	●
Quarterly Business Review	●	●	●	●
24/7/365 ProActive Monitoring	●	●	●	●
Access to accedence Client Resource Center (CRC)	●	●	●	●
Asset Management	●	●	●	●
24/7/365 Access to accedence Help Desk. (*hourly rates apply)	*	*	●	●
Remote and Onsite Support for All Servers, Routers, and Switches		●	●	●
Asset Inventory			●	●
Remote and Onsite Support for All Workstations			●	●
PDA Support			●	●
Disaster Recovery			●	●
Hardware Assurance Plan			●	●
Website, Email and DNS Hosting	<i>optional</i>	<i>optional</i>	●	●
Offsite Remote Storage	<i>optional</i>	<i>optional</i>	<i>optional</i>	●
Customized Plan				●