



## **PFIT Proactive**

Managed Service Coverage

Proactive is PFIT's most comprehensive Managed Services Offering. Designed to remotely monitor and resolve IT issues before they cause problems for your business.

### **Pricing Model**

Proactive is billed per machine per month at your negotiated rate.  
Onsite visits are billed per hour with a one hour minimum at your negotiated rate.

### **Workstation Coverage**

24/7 Monitoring of Internet and Critical Errors on all Proactive machines.  
Remote Support for End User Issues on Standard Software Suites <sup>1</sup>  
Remote Support for End User Issues on Peripheral Devices  
Remote Support for Virus/Trojan/Spyware Issues

### **Server Coverage**

24/7 Monitoring of Internet, Critical Errors, Support Services on all Proactive machines.  
Remote User Management  
Remote Workstation Connectivity  
Remote Backup Configuration  
Remote MSSQL & MySQL Support  
Remote Apache & IIS Support  
Remote FTP & Telnet /SSH Support  
Remote Terminal Server/RDP Support  
Remote Router Support <sup>2</sup>

### **Support Access**

Access to PFIT's Call Center Monday – Friday 9AM - 5:30PM <sup>3</sup> (Except Holidays) <sup>4</sup>  
After Hours Support available for additional cost <sup>5</sup>

### **Support NOT Covered by Proactive**

Email/Connectivity of Cell Phones  
Copiers/Scanners & Network Printers  
New Workstation/Server/Equipment Install & Configuration  
Employee User Networks <sup>6</sup>

<sup>1</sup> Standard Software Suites include MS Office 2000+, MS Windows XP+, Acrobat, Filezilla, Firefox, Internet Explorer and Chrome. We will attempt to help on all other software without additional charge.

<sup>2</sup> Cisco devices and above are billable (Linksys' are covered)

<sup>3</sup> Requests made after 5:30PM will be addressed the following business day

<sup>4</sup> Please see our website for holiday schedule. Requests on Holidays are billed as after-hours support and need to be requested.

<sup>5</sup> After Hours Support is billed at 150% of your onsite rate. After hours support requests must be placed by calling 1-800-959-3571 x 899

<sup>6</sup> Troubleshooting Employee Residential networks will be billed at standard rate during normal business hours. After Hours support for Employee Residential Networks will be billed at 150% of your onsite rate.