



## Complete Information Technology Support Contracts

Our complete IT Support contracts are ideal for the small to medium size business which require a regular technician to maintain their infrastructure and provide preventive maintenance. With these contracts our clients receive all of the desktop support, peer to peer network support, and technical support from our other support contracts as well as the Same Day Replacement Parts for select computer hardware components. We can customize the same day parts, as well as the other features of our support contracts to suit your individual computer and network requirements. For more information please [email](#) or call us at 804-744-0221.

### Our Complete IT Support contracts include:

#### Monthly Preventive Maintenance

Complete Hardware Diagnostic Check  
Operating System Diagnostics  
Disk Defragmentation  
Delete unneeded temporary files  
Updates and patches to operating system installed  
Verify current and updated anti virus

#### Quarterly Preventive Maintenance

Monthly Preventive Maintenance  
Compressed Air cleaning of keyboard  
Compressed air cleaning of system case and fans  
Clean mouse, if applicable  
Check and tighten loose cards and connections

#### Argus Tech Visit

Includes:

Software Problem Resolution for operating systems and most common applications.  
Software installation, removal, and maintenance.  
Operating system configurations for new users and accounts.  
Answers to common end-user questions and limited initial training for new employees.

File structure maintenance including:

- Removal of unused temporary files
- Disk Defragmentation evaluation
- Disk health check

Installation of new hardware  
Addition of peripheral equipment

Support for system wide upgrades  
On site physical location moves  
Review and resolution of any issues logged since last service call.  
Review of local desktop back up procedures  
Install new patches and upgrades for Operating System and applications.  
Verify current Antivirus Definition files to ensure they are the most current.  
Limited End user training  
Technical Consultation

## **Argus Peer to Peer Network Support Contracts**

### ***Argus Visits Include:***

Reviewing Client Back Up Status	Verifying back up integrity
Evaluate Network Performance	Monitor and Evaluate Wireless Networks
Security Evaluation and Log Review	

### ***Address User Needs including:***

File Sharing	Drive Mapping
Printer Sharing	Internet and Network Connectivity
New User Configuration	
Network Cabling Support	Network Device Configuration

## **On Site Service**

**Up to 25 hours of emergency service calls per year.**

**4 Hour Response guarantee, 24 X 7**

Weekly or Bi-weekly Argus Tech Visit

Available in 1 hour, 4 hour, or 8 hour increments.

**Unlimited Telephone Support for basic user questions**

**Dedicated email address for support questions.**

**Remote Assistance available with Windows XP Professional systems Or Vista Business**

Same Day Replacement Parts Program:

- Optical Drives (CD-ROM, DVD-ROM)
- Hard Drives
- Memory Modules
- Keyboard and Mouse

**Contract does not cover the cost of parts. Parts will be invoiced at time of replacement at a discounted rate.**