

## ALLIED:INSIGHT



**BRONZE**



**SILVER**



**GOLD**



**PLATINUM**

PC MANAGEMENT PLANS:	BRONZE	SILVER	GOLD	PLATINUM
<b>24/7/365 Support</b>				
Phone and Remote Control Support	✓	✓	✓	✓
Microsoft Office Support	✗	✓	✓	✓
Emergency After-Hours Support <sup>2</sup>	✗	✗	✓	✓
Unlimited On-site Support <sup>3</sup>	✗	✗	✗	✓
<b>Management</b>				
Online Asset Management	✗	✓	✓	✓
Online Case Management	✗	✓	✓	✓
Software License Management	✗	✓	✓	✓
Automated Desktop Optimization and Management	✓	✓	✓	✓
<i>Desktop Optimization Includes:</i>				
<b>Security</b>				
Automated Spyware and Adware Removal	✓	✓	✓	✓
Antivirus Software Management, Licensing, Monitoring and Update	✓	✓	✓	✓
Software Patch Management	✓	✓	✓	✓
<b>Maintenance</b>				
Deletion of Temporary Files (2x/week)	✓	✓	✓	✓
Disk Space Checking (200MB Threshold for Desktops)	✓	✓	✓	✓
VPN Client Management	✗	✓	✓	✓
Unlimited Lab Time	✗	✗	✗	✓
<b>Strategic Planning</b>				
Executive Report	✗	✓	✓	✓
Quarterly Business Review	✗	✓	✓	✓
Vendor Liason	✗	✗	✓	✓
<b>Monthly Fee:</b>	Call for pricing*	Call for pricing*	Call for pricing*	Call for pricing*

<sup>2</sup> 6 p.m. to 8 a.m., M to F, Sat/Sun      <sup>3</sup> Project work not included  
\*Thin Client care priced at 50% of Thick Client care