



Watch Dog
Managed Services Overview Network Plan
Matrix

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Description	No Plan	Basic \$15 /Workstation	Professional \$35 /Workstation \$100 / Server	Premium \$50 /Workstation \$150 / Server	All Inclusive Customized Pricing
Emergency Response Time	4-8 hours	4 hours	3 hours	2 hour	1 hour or less
On-site scheduling of technician	2-4 days	1-3 days	1-2 days	1 day	Same day
Keep your systems FAST and EFFICIENT Virus REMOVAL and CLEANING	X	✓	✓	✓	✓
Keep the Gremlin's out Spyware Monitoring and Removal	X	✓	✓	✓	✓
We will not disturb your workflow or employees Stealthy Maintenance	X	✓	✓	✓	✓
Peace of Mind We are watching and protecting your systems. We only contact you if there is an issue	X	✓	✓	✓	✓
Provide you with specific recommendations for improving your network performance, office productivity and help you plan and budget for future IT needs, so there are no surprises or unexpected expenses. Quarterly Review and Planning	X	X	✓	✓	✓
Detect and report problems before they escalate into down time, data loss, or expensive repair issues. 24-7 Remote Monitoring	X	X	✓	✓	✓
Keep your software current Unlimited Remote Patch Mgmt.	X	X	✓	✓	✓
Free hours to use for IT Support IT Management and Help Desk Support	X	X	2 hour Remote \$280 Value Included Free	1 hour On Site 3 hours Remote \$570 Value Included Free	✓
Unlimited Software Upgrades (labor only)	X	X	X	X	✓
We will provide you the research, guidance, and advice for IT needs Vendor liaison	X	X	X	X	✓
100% No-Hassle Guarantee	X	X	X	X	✓
Preferred Client Discount for On Site Hourly Rate	\$150	\$135	\$115	\$100	Service Calls Free, Additional Projects and Consulting \$95
Preferred Client Discount for Phone and Remote Support Sessions	\$35 per 15 min.	\$30 per 15 min.	\$25 per 15 min.	\$20 per 15 min.	✓
Emergency Response Fee After hours & weekends, 2hr min.	\$180	\$150	\$140	\$110	

**See something you like, but it is not available in your plan? Give us a call and we will customize a plan just for you!*