



## **Standard Services Included:**

Guaranteed Response Time\* Entitlement for Critical Issues      Remote: 30 Min  
Onsite: 2 Hr

## **Unlimited Help Desk Support on Covered Items**



## **Unlimited on-site support for covered items**



## **Hardware Replacement on Covered Items**



Discount Labor Support Entitlement

20%

ConstantCare Availability & Performance Monitoring



Software Support on Covered Software



Comprehensive Reporting & Consulting Services



Back up Monitoring\*\*



Security Monitoring Services\*\*\*



## **Optional Service Modules:**



**ConstantCare:** Proactive Remote Monitoring, System Utilization Monitoring



**DataCare:** On-site Data Backup, Remote Off-Site Data Backup



**EmailCare:** Hosted Exchange, Managed Email, Spam Filtering, Email Encryption



**SecurityCare:** Anti Virus, Anti Malware, Firewalls



**EmergencyCare:** Service outside of normal business hours and holidays



**WebCare:** Managed website hosting

\*Time of Service: Normal Business Days Monday – Friday: 8am – 5pm  
Other rates and fees apply for service and support outside of CCS's Normal Business Hours or during holidays.

\*\* CCS will monitor the Clients' existing data backup solution for successes, errors and failures to ensure that backups occur as scheduled. Upon the detection of any errors, anomalies or problems, the client will be alerted by CCS, and CCS will recommend to the Client the best course of action to minimize business impact.

\*\*\*CCS will monitor the Clients' existing security solution. Upon the detection of any errors, anomalies or problems, the client will be alerted by CCS, and CCS will recommend to the Client the best course of action to minimize business impact.

**CUSTOM  
COMPUTER  
SERVICES**

*Work Smarter*

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