



Silver Support Plan

Computer Maintenance & Support



Our most popular support plan Silver Business Support Plan offers a range of services for a monthly fee, based on the size of your network. A technician will remotely log onto your offices on a regular basis to perform maintenance tasks such as updating security patches, checking server logs and other routine tasks. During this time, any minor issues that have cropped up will be resolved. Also included in a Silver Business Support Plan is a regular strategic IT review, where one of our account managers will meet with your management teams to discuss your current and future strategic IT direction and requirements. We will also report on the status of your IT environment, and help you to plan for your future needs.

Services

Bronze Support

Silver Support

Gold Support

Pricing Plans

Anti-virus Protection

Remote Back-ups

Web Hosting

Wifi / Wireless Networks

VOIP

Hardware Sales



A 15%-30% saving on all service fees

Access to helpdesk support online 24/7

Regular maintenance and IT management schedules

A single point of contact within Eserve.it to work on your network

Access to the Eserve knowledgebase

The ability to check your work order history and work order status online

Summary Terms & Conditions

In order for you to qualify for a Silver Support Plan, we will need to distribute a "network satisfaction" survey to your staff, and collect the results, perform an audit of your network, documenting its configuration into our database.

If your network is currently in a state of confusion, we will first need to "stabilize" it — this means any Internet connection, Email systems and security/backup issues need to be examined or addressed before we can begin Silver Support.

