BTS MANAGED NETWORK SERVICE PLANS

Feature	Total Care	Remote Care
On-site Labor to Maintain All IT systems*	✓	✗
Remote Support for All Desktop Users	✓	✓
Priority Support Phone Number	✓	✓
Monthly Executive Network Report	✓	✓
21-Point Preventive Monthly Server Maintenance Check	✓	✓
Any Necessary Labor to Maintain Network Infrastructure	✓	✓
Premium Web Content Filtering for All Users	✓	✓
Monthly BTS IT Manager Visit to Review IT Needs	✓	✓
Monthly Report on IT Work Preformed by BTS	✓	✓
Monthly Preventative Server Check	✓	✓
BTS Hardware Purchase-Power Option	✓	✓
Management of Microsoft Security Updates for Servers	✓	✓
Network Monitoring	✓	✓
Management of Microsoft Security Updates for Desktops	✓	✓
BTS Premium Managed Anti-Virus Program	✓	✓
Quarterly BTS IT Manager Visit to Review IT Needs	✓	✓
Quarterly Report on IT Work Preformed by BTS	✓	✓
Net 30 Line of Credit for Billable Items	✓	✓
Partner Discount on Labor	20%	10%
BTS Technologies Lunch & Learn Technology Seminars	✓	✓
Workstation Monitoring	✓	✓
Customer Portal for Remote Access to Desktops	✓	✓

*All Necessary Labor to Service Existing Equipment is Included in Plan

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