

COMPLETE IT PLAN

When it comes to the best way to manage Information Technology services, every organization is different.

Some prefer to hire their own IT staff and don't mind the problems of hiring, training, and managing these specialized employees. Other organizations prefer outsourcing their IT work so they can concentrate on their core business. Some use a hybrid mix of outsourced technicians and a small internal staff.

TSACHoice recognizes these different philosophies when it comes to IT. So our popular Complete IT product is now offered with two different approaches: **CIT Silver** and **CIT Gold**.

Your TSACHoice salesperson will be happy to show you comparative pricing on both of these plans and help you choose the plan that's best for you.

CIT Silver is our remote support and remediation plan providing helpdesk services and infrastructure management via TSACHoice's network operations center. If you need us onsite, you will receive a discount off of our normal rates.

CIT Gold is our premier outsourced IT support plan for companies that desire a completely managed IT environment. These customers typically do not have internal IT resources, or have those resources but prefer to use them in a more strategic role. CIT Gold includes unlimited onsite support along with our remote support and helpdesk services.

The best solution to managing your network may also be the least expensive.

Complete IT Service Offerings

Benefit	CIT Silver	CIT Gold
24/7/365 Remote Monitoring	✓	✓
Initial call within one hour after receiving critical alert from monitoring system	✓	✓
Automated Windows software patching for mission critical updates on Windows based workstations and servers	✓	✓
Onsite storage backup	✓	✓
Daily backup checks	✓	✓
Quarterly backup testing (done remotely)	✓	✓
9-5 Remote HelpDesk Support	✓	✓
Managed Security (includes firewall, spam, and anti-virus protection/remediation)	✓	✓
Monthly Reports	✓	✓
Offsite Backup/Business Continuity Protection	✓	✓
9-5 Onsite Maintenance Support	At Preferred Rate	✓
24/7/365 After-hours Emergency Support	At Preferred Rate	✓

At Preferred Rate: Discounted hourly labor rates and travel charges will apply.



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BE NEXT

COMPLETE IT PLAN

The TSACHoice Complete IT plan provides a series of building blocks designed to improve the reliability of your business network. With our proactive care and access to our help desk, your well-managed network will provide a satisfying experience for your end-users.

24/7 Monitoring and Proactive Maintenance

Know someone is keeping an eye on your network 24/7 with a view for proactive response, correcting issues before they become downtime disruptions. If a critical alert is received from your network, we will call you within one hour after receiving the notification.

Improved Security and Recovery

Our CIT plan includes data security and network protection. Package options include backup, firewall, anti-virus, and operating system patch protection to ensure your network is as secure as possible. Onsite storage backups, daily backup checks, and remote quarterly testing of the quality of backups add an extra layer of protection in case of a catastrophic event.

Access to a Team

Our technicians provide a broad range of knowledge on a variety of specializations. We have dedicated technical staff that prioritizes the service needs of our CIT customers.

Service Level Agreement (SLA)

We back up our Complete IT offering with committed times to respond to moves/adds/changes, service tickets, and emergency support.

Comprehensive Reporting

In-depth reporting is provided on a monthly basis, including firewall activity, basic health of systems, service ticket reports, and more.

Business Reviews

Provided each quarter, along with a format for analyzing processes and coordinating your technology timeline to achieve business goals.

Predictive Budgeting

Your fixed monthly payment for the CIT Gold service plan covers both remote helpdesk and on-site services. The CIT Silver provides remote support that will take care of most day-to-day maintenance, with only necessary onsite visits being billable.

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