

Business Enhanced Support Technology™

	<i>Lite</i>	<i>Basic</i>	<i>ProActive</i>	<i>Trouble-Free</i>
Maintenance				
Automated Real Time Monitoring & Alerting 24x7	✓	✓	✓	✓
Windows event log monitoring & alerts	✓	✓	✓	✓
Automated preventative maintenance [defrag, temp files, integrity checks, etc]		✓	✓	✓
Security				
Security software, [Antivirus, Antispyware, Firewall, & Email virus/spam filtering] included				✓
Phone Support included		✓	✓	✓
On-Site Support included		✓	✓	✓
Microsoft Patch Management		✓	✓	✓
Antivirus Software Management		✓	✓	✓
Firewall Management & Reporting			✓	✓
Backup Management and compliance checks/certification			✓	✓
Support				
Monitors, Workstations, Servers, applications, firewalls, routers & other network devices	✓	✓	✓	✓
Remote Support/Control to any Windows workstation or Server residing at customer site	✓	✓	✓	✓
Priority Scheduling for remote & on-site engineers		✓	✓	✓
Emergency After Hours Support			✓	✓
Help Desk/Trouble ticketing - with customer interface	✓	✓	✓	✓
Zero Downtime Guarantee Included*				✓
Administration				
Quarterly IT reviews with CT account manager		✓	✓	✓
Customised appropriate use policy for your business		✓	✓	✓
Complete computer & software inventory - fully automated & up to date	✓	✓	✓	✓
Complete Site Audit and Documentation & Reviews		✓	✓	✓
Comprehensive automated set of executive and device performance reports	✓	✓	✓	✓
Disaster recovery planning & documentation			✓	✓
Software licence management & reporting		✓	✓	✓

* Some restrictions apply

