



# Strategic Network Consulting, L.P.

## Enterprise IT Services for Desktops

Packages	Lite \$12	Standard \$49	Proactive \$59	Strategic \$69
<b>24/7 Support</b>				
Per Incident Support	✓			
Unlimited Phone Support		✓	✓	✓
Unlimited Remote Control Support		✓	✓	✓
User Support Portal	✓	✓	✓	✓
Microsoft Application Support		✓	✓	✓
Unlimited On-Site Support*			✓	✓
Emergency After Hours Remote Support				✓
<b>Maintenance</b>				
Online Asset Management	✓	✓	✓	✓
Online Case Management	✓	✓	✓	✓
Desktop Optimization & Management		✓	✓	✓
Spyware and Adware Removal		✓	✓	✓
Event Log Monitoring		✓	✓	✓
Daily Audits		✓	✓	✓
Monthly Management Reports		✓	✓	✓
<b>Security</b>				
Antivirus Software Management & Update		✓	✓	✓
Software/Security Patch Management	✓	✓	✓	✓
<b>Administration</b>				
Application Deployment			✓	✓
User Management		✓	✓	✓
Desktop Policy Management			✓	✓
Change Management		✓	✓	✓
Continuous Needs Assessment		✓	✓	✓
<b>Fixed Fee Task</b>				
Printer Installation/Configuration	T&M	✓	✓	✓
New Desktop Installation	T&M	✓	✓	✓

\*Does not include hardware failure or user training, SNC determines on-site necessity.