

Pricing

IT Support Pricing - IT Support Plan Examples - Website Services & Application Pricing

Feel free to browse our site and/or use the 'Quote/Info' request from the menu for quotes and/or general information.

IT Solutions Pricing

We also

use a by the minute charge rate policy. In other words – If we work for 34 minutes, you get charged for 34 minutes – not 45 minutes or an hour. This helps us to give our customers the most efficient and cost effective IT support possible.

Onsite Work Policy:

We will quote diagnostic time and time to repair. We keep our customers informed every step of the way. We do not charge you if we do not repair the problem or devise a solution to best suit your company's needs.

Off-Site

Phone/Email Support Hourly Rate: ~call us to setup a customized plan for you~

Again, We will quote diagnostic time and time to repair. We keep our customers informed every step of the way. We will not keep trying to fix the problem via phone/email if there is no foreseeable solution and then charging you for the time. We will suggest an Onsite visit if phone/email support is 'going nowhere'.

4 hour

Emergency Response: ~call us to setup a customized plan for you~

This is a service we offer when key critical business systems are down and company operations are halted. This is a fee that does NOT include any hourly rate credit. Once onsite, the regular hourly rate still applies. This service guarantees we respond and are onsite within 4 hours. We will only charge this 4 hour emergency response fee, if we are already onsite somewhere else and/or have previous appointments at other sites and need to rearrange our schedule for the emergency. If a technician is available and can respond without interruption to other scheduled tasks – you don't get the charge. Again, this is part of our 'if we don't do anything, you don't get billed' policy. You will be notified when you call for emergency support if this fee will be charged.

Some Example Plans: [top of page]

PLAN

Core Services Basic Plan

Managed Services Level 1

Managed Services Level 2

Managed Services Level 3

Comprehensive Managed Services

Estimated Pricing (per month)

~ call us to setup a customized plan for you ~

~

~

~

~

Customized for each customer-Comprehensive Plans

are based on

Managed Services Plans.

Prepaid Onsite Hours

Note: phone support is billed at ½ time towards prepaid hours, i.e. 1 hour phone support = ½ hour of prepaid hours

0

2

4

6

Dependant on Managed Service Level

Setup Fee

\$100

Free

Free

Free

Email or Call for More Information

Priority over non monthly service plan holders

YES

YES

YES

YES

Yes

Onsite hourly discount/rate:

No Discount

10%/\$90

15%/\$85

20%/\$80

Dependant on Managed Service Level

Hourly Phone Support discount/rate:

No Discount

Phone Support is billed at $\frac{3}{4}$ time / \$67.50

Phone Support is billed at $\frac{3}{4}$ time / \$63.75

Phone Support is billed at $\frac{3}{4}$ time / \$60

Dependant on Managed Service Level

Email Support/ Support Tickets:

25 Emails / Tickets per month

Unlimited

Unlimited

Unlimited

Unlimited

4 Hour Emergency Response

\$110 Per incident

\$100 per incident

\$90 per incident

\$80 per incident

Email or Call for More Information

Proactive Patch Maintenance

- Off-Site Server Maintenance via VPN

YES

YES

YES

YES

YES

NO

YES

YES

YES

YES

Virus and Security Alerts

- Off-Site Server Maintenance via VPN

YES

YES

YES

YES

YES

NO

YES

YES

YES

YES

IT Blueprint & Technology Planning

NO

YES

YES

YES

YES

Hourly
Rate: \$100.00

Website: From Design to Maintenance we can design your site, convert your current site to Web Compliant Standards and/or maintain your site. We offer a full range of Website services.

Applications: Complete Development of Windows Applications from GUI front end applications to server services.

Website/Email
Monthly Hosting Plans: ~call us to setup a customized plan for you~

Web Services do not include your domain name(www.YourDomainName.com). These are an additional \$16.00 per year.

PLAN

Web Services Level 1

Web Services Level 2

Web Services Level 3

Pricing

\$10 per month
(paid yearly)

\$20 per month

\$30 per month

Domains

1

2

5

One-Time Setup Fee

\$35

\$25

Free

Email Accounts

10

25

Unlimited

Email Alias

Unlimited

Unlimited

Unlimited

cPanel Access

Yes

Yes

Yes

FTP Access

Yes

Yes

Yes

Storage

2 GB

5 GB

10 GB

Bandwidth per Month

20GB

25GB

35GB

Daily Backups for Download

No

No

Yes

99.9% Uptime Guarantee

YES

YES

YES

No Contract!

1 Year

Yes

Yes

Free Templates

Yes

Yes

Yes