

## Help Desk

Help Desk Services (Windows only)		
Bronze	24/7 patch management and disk clean-up	\$11/PC/Month
Silver	Includes Bronze services plus: remote help desk support via telephone from 8:00 AM to 5:00 PM.	\$22/PC/Month
Gold	Includes Bronze services plus: remote help desk support via telephone from 7:00 AM to 7:00 PM.	\$35/PC/Month

If the Time and Material service response is chosen, On call services are for the service to be supplied. Services will be provided by the technicians who can meet the skills required and are on call. Technicians are not available for full time staffing.

### IT Support

Help Desk Lead	\$95.08
Help Desk Lvl 1	\$39.22
Help Desk Lvl 2	\$47.54
Help Desk Lvl 3	\$71.31

### Examples of covered software:

<b>Publisher</b>	<b>Title/Version</b>	<b>Publisher</b>	<b>Title/Version</b>
Microsoft	Wn XP Pro	Adobe	Acrobat
Microsoft	Win 7/8 Pro	Corel	Draw
Microsoft	Access	Corel	Wordperfect
Microsoft	Excel	IBM	Lotus Notes Client
Microsoft	FrontPage	IBM	Lotus Smartsuite
Microsoft	MapPoint	McAfee	Antivirus
Microsoft	Outlook	Symantec	EndPoint AV
Microsoft	Powerpoint	Symantec	pcAnywhere
Microsoft	Publisher	Symantec	WinFax Pro
Microsoft	Visio	Winzip	Winzip
Microsoft	Word		
Microsoft	Works		

\* This list is subject to change.