



IT is *that* simpleSM

Managed IT Services & Support for Your Small Business.

We provide fast, effective, affordable IT support either on-site or via remote access, 24/7; because if your computer systems aren't working properly your business suffers.

MANAGED SERVICE PLANS

AltuCare ServerSM

AltuCare RemoteSM

AltuCare UnlimitedSM

AltuHasSM

	AltuCare Server SM	AltuCare Remote SM	AltuCare Unlimited SM	AltuHas SM
Monitoring Services:				
Antivirus Monitoring	✓	✓	✓	✓
Error & Event Log Monitoring	✓	✓	✓	✓
Drive Space Monitoring	✓	✓	✓	✓
Website Monitoring (on your network)	✓	✓	✓	✓
Application & Database (LTD on app)	✓	✓	✓	✓
Asset Inventory	-	-	✓	✓
Security Services:				
Server Monitoring & Alerting	✓	✓	✓	✓
Network Firewall Monitoring	✓	✓	✓	✓
Microsoft Patch Management	✓	✓	✓	✓
Managed Antivirus and Antispyware	✓	✓	✓	✓
Security Administration	✓	✓	✓	✓
Backup Monitoring & Administration	✓	✓	✓	✓
Maintenance Services:				
Remote Server Administration	✓	✓	✓	✓
User Account Administration	✓	✓	✓	✓
Printer Management	-	✓	✓	✓
Log File Maintenance	✓	✓	✓	✓
Support Services:				
Phone & Email Support	✓	✓	✓	✓
Remote Control Support	2 hour max.	✓	✓	✓
Onsite Support	-	-	✓	✓
Advanced Support Services:				
Company Help Desk	✓	✓	✓	✓
Monthly Network Summary Reports	-	-	✓	✓
Quarterly Executive Report & Review	-	-	✓	✓
Annual Technology Plans	-	-	✓	✓
3 rd Party Vendor Management	-	-	✓	✓
Firewall/VPN/Router Management	-	-	✓	✓
Asset Management	-	-	✓	✓
Disaster Recovery Planning	-	-	✓	✓
Scheduled CTO Calls	-	-	✓	✓
AltuHasSM "Hardware-as-a-Service"				
New workstation and monitor (replaced every 3 years)				✓
Single point of contact for problem resolution for hardware, software and general support				✓
Microsoft Office Standard 2010 License and Software Assurance				✓
Anti-Spam, Anti-Virus, Anti-Spyware included				✓
Timely and free repair or replacement of any broken or malfunctioning hardware				✓
Convert "Capital Expense" to "Operating Expense" with a flat monthly fee				✓

Let us custom tailor a package specifically for your business needs

www.altuscio.com

AltuCareSM 24/7 Help Desk: <http://support.altuscio.com>

To open a ticket: help@altuscio.com

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