

Broward NetWorks

(954) 696-7909

www.BrowardNetWorks.com

Maintenance and Monitoring Agreement

PC Inventory

Free

Init. _____

We collect a detailed inventory of all hardware and software on each pc. Major changes are recorded, providing a history that can greatly reduce troubleshooting time. We also provide a secure website that you can log into and view all of your current and past service requests.

We can provide you with a detailed printout of each computer.

Server Monitoring:

\$25.00 per month

Init. _____

Our server sends your server a signal over the internet every 15 minutes. If your server does not respond, we are notified by text message. Your server also emails us when there is a non-critical problem (free drive space low, CPU running high for an extended period, services stopping, etc...).

No billable work will be performed without your prior authorization. We will notify you by email or phone, depending on the severity and time, usually within 12 hours.

* Server PM:

\$40.00 per server, per month

Init. _____

of servers _____

Broward NetWorks connects to your corporate server(s), using Microsoft Terminal Services to do normal preventative maintenance. This will always be done *after* normal business hours. This usually takes about one hour per server, every week. Detailed reports will be emailed to you each week.

*Workstation PM:

\$50.00 per computer

Init. _____

Monthly or Quarterly

of PCs _____

Broward NetWorks will schedule on-site visits once per month or quarter, by appointment. A minimum of four computers can be scheduled each month or quarter. Any four computers can be chosen. Estimated time per computer is 2 hours. We will provide detailed reports for each computer serviced.

Authorized signature: _____ **Date:** _____

Company: _____

* This does NOT include, installing new hardware or software, upgrading hardware or software, responding to alerts from Remote Monitoring, other reported issues, or anything else that is not considered routine preventative maintenance. See the sample checklists (subject to change). Prices valid until 12/31/2011