SUBSIDIUM IT
TO CARE AND MAINTAIN

SUMMARY	Ultimate Care	Standard Care	Basic Care
WORK STATION AND USER SUPPORT			
User and Computer Support	Unlimited remote and onsite	Unlimited remote	–
Anti-virus Software Updates / Scans	Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
Microsoft Patch Management	✓	✓	✓
Installations (**SUBSIDIUM IT** Purchases Only)	✓	–	–
Hardware failure and replacement	–	–	–
Mobile Device (Email configure only)	✓	✓	–
Virus / Spyware	✓	–	–
SERVER SUPPORT			
Server Support	✓	✓	–
Anti-virus Software Update / Scans	Included (Daily / Weekly)	Included (Daily / Weekly)	Included (Daily / Weekly)
Microsoft Patch Management	✓	✓	✓
Hardware failure and replacement	–	–	–
Server Backup	✓	✓	–
Backup Restore	✓	✓	–
MANAGEMENT			
System Performance Monitoring	5 Minute Intervals	5 Minute Intervals	30 Minute Intervals
Alerting (24.7 / 365)	Email and Ticket	Email and Ticket	Email
Asset Management	H/W Audit S/W License Audit	H/W Audit S/W License Audit	H/W Audit S/W License Audit
UPS (if supported)	Alerting	Alerting	Alerting
Help Desk	✓	✓	✓
Response Times (Critical / Important)	30 mins / 60 mins	60 mins / 120 mins	120 mins / 240 mins
Critical Onsite Callout	4 Hours	8 Hours	–
Reporting			
Reports	Quarterly	Quarterly	Quarterly
Review Meetings	Quarterly	Quarterly	Quarterly
Exclusions			
Server Installations and Rebuilds	–	–	–
Office Relocation	–	–	–
Travel per km (round-trip)	–	–	–

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