



Aktec Total Care Plan Comparison Chart

Description	Silver	Gold	Platinum
Base Price	\$99	\$399	\$699
Hardware Included in Base Price: 1 Server 1 Managed Switch 1 Managed Router 1 Managed Security Appliance	◆	◆	◆
Additional Servers	\$75.00/each	\$149.00/each	\$249.00/each
Advanced Technical Support On-site Rate \$115	\$103.50 10% Discount	\$103.50 10% Discount	Included on covered equipment
Priority/Emergency Rates (4hr Response) Advanced Technical Support On-site \$145	\$130.50 10% Discount	\$115.00 20% Discount	Included on covered equipment
Priority/Emergency Rates (1hr Response) Advanced Technical Support On-site \$175	\$157.50 10% Discount	\$131.25 25% Discount	Included on covered equipment
Phone/Remote Support Rates Advanced Technical Support \$95 / hr (Billed in 15 min increments)	\$20 per 15 min additional	2 hours per month free \$20 per 15 min additional	Included on covered equipment
Add Workstations	N/A	\$25.00 each	\$85.00 each
Standard Technical On-site Rate \$85.00 4 hr Response \$115.00 1 hr Response \$145.00	\$85.00 \$115.00 \$145.00	\$76.50** \$85.00** \$108.75**	Included** Included** Included**
24-7 Remote Monitoring Server stability and performance Notification of unusual events Daily back up monitoring Daily firewall monitoring	Silver Plan is contingent on services purchased	◆	◆
Quarterly review and planning meeting		◆	◆
Executive Summary Monthly Report	◆	◆	◆
Online custom client portal (Dash Board)	◆	◆	◆
Daily system status e-mail		◆	◆
Monthly Network Audit and Tune Up (Install Updates and Patches)		◆	◆
Spam Filtering For Up To 5 Users		◆	◆
Virus Definition and Security Patch Updates*		◆	◆
Adding and Removing Users		◆	◆
Free Off-site Backup		1 GB	5 GB
Virus Removal and Cleaning*			◆
Loaner Server			◆
File Server Disaster Restore*			◆
Installation of New Hardware and Software* (on covered equip)			◆
Vendor Liaison Service*			◆

* Labor only; all hardware and software costs will be additional
 ** Rates only apply after purchase of workstation plan



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