



## Managed Solutions Tiered Service Level Agreements 2010 Offering

C3SD Inc. offers four Levels of Service to meet the needs of your business model. Each Tier is based upon the Service Level required and the number of Servers and Desktops in your organization. Beginning with the Tier 1 plan, C3SD Inc. will offer proactive monitoring and maintenance of your Business Server and Network providing your company the peace of mind that each are functioning at peak performance and that regular backups occur. Standard Support coverage is from 8am to 6pm; Monday through Friday (5 x 10) however additional support coverage can be purchased. Additional information and pricing is listed on the next page. If you have any questions or would like to receive a copy of the Agreement to review please contact us at: 858.337.7722.

**Tier 1** – By utilizing the latest Monitoring and Remote Access technology C3SD will remotely administer and monitor your company network. This low cost solution will cover the remote maintenance of your Server and Network. All additional work requested above and beyond the Tier 1 offering will be billed at the discounted hourly rate outlined in the Service Level Agreement.

**Tier 2** - This Tier extends the offerings of Tier 1 to cover the Remote Management, installation and configuration of **all office PC's** and select Mobile Devices. It also includes support for common Small Business Applications including those released by Microsoft, Adobe, Intuit and Sage. Additional product support may be included in the Agreement if discussed during the establishment of the Agreement. Also included in Tier 2 is the ability to schedule an “At No-Charge”, On-Site visit once a month. This visit can be used for a variety of things including employee training or adding a new machine to the network.

**Tier 3** – This Tier extends the coverage of Tier 1 & 2 to include support of Black Berry Mobile Devices and all applications /software installed on the network. This includes support of Advanced Business Apps such as AutoCAD, Design Tools and 3D Rendering Programs. C3SD will work closely with Technical Support departments to troubleshoot problems for software issues that we are unfamiliar with. Tier 3 also includes weekly On-Site visits as requested at no additional charge.

**Tier 4** – This Premier Plan provides unlimited support of all Hardware and Software issues that may arise. It allows for unlimited on-site requests and extends Support hours to our 6 x12 Plan at no additional cost. This plan is the equivalent of having a full time in-house IT Consultant at your request.

Regardless of Tier selected, C3SD Inc. will implement a solid backup routine consisting of both On and Off-Site storage as part of any C3SD Service Agreement.

Service Level Agreements are signed in 6 month increments but are billed monthly.

Please see the next Page for offerings.

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	Tier 1	Tier 2	Tier 3	Tier 4
<b>Server &amp; Network Support</b>				
Monitoring and Manage the internal network and all networking equipment	•	•	•	•
Support to cover issues pertaining to the Office Internet Connection	•	•	•	•
Full Support of the Business Server (Covers all issues pertaining to Hardware & Microsoft Software installed on your Server)	•	•	•	•
Remote Monitoring of the Company Server(s)	•	•	•	•
Remote Monitoring of Line-Of-Business Services (Email, CRM, File Shares, SharePoint, etc.)	•	•	•	•
Remote Monitoring of Server Logs	•	•	•	•
Remote Update & Patch Management of Server	•	•	•	•
Daily review of Backup Reports verifying backup completion	•	•	•	•
Remote Monitoring of Server Hard Drive and free space, perform defrag and disk checks as needed	•	•	•	•
All other admin tasks including; new user creation, file store creation etc.	•	•	•	•
Installation of Management Agent on Main Server		•	•	•
Included Phone Support for Server Issues during normal support hours	•	•	•	•
Monthly Diagnostic Reports For Dell Power Edge Servers	•	•	•	•
Monthly Report of Server Tune Up Tasks completed	•	•	•	•
Off-Site Backup of 1GB of data files to C3SD's Backup Server (Additional low cost storage available)	•	•	•	•
<b>Desktop Support</b>				
Support for Desktop Issues pertaining to; Hardware, Network Connectivity and the Operating System		•	•	•
Support for most Microsoft released software including Office 2010 (excludes Microsoft Dynamics Products such as SL, GP or NAV)		•	•	•
Support for Small Business Applications including, Adobe, ACT and Quickbooks		•	•	•
Included Phone and Remote Access Support for PC Issues during normal support hours		•	•	•
<b>Additional Support</b>				
Document all Software and Hardware as well as changes made - Available for Asset Management	•	•	•	•
Installation of Windows Update Server, if requested	•	•	•	•
Managed Virus Protection of all Machines (Trend Micro Product Licensing Additional)		•	•	•
Mobile Email Support for Mobile Phones with an Active-Sync License (Windows Mobile, iPhone, Android)		•	•	
Mobile Email Support for BlackBerry Phones			•	•
Support of Large Scale Line of Business Applications (Design Tools, 3D Rendering)			•	•
Installation of Management Agent on Desktop machines			•	•
One included On-Site Support Visit (1.5 hours) per month		•		
Weekly On-Site Support Visits (1 hour) as requested by the Client			•	
Unlimited included On-site Support Visits Per Month				•
<b>Rates</b>				
Base Fee	\$100.00	\$150.00	\$150.00	\$650.00
Fee Per Server	\$50.00	\$75.00	\$85.00	\$85.00
Fee Per Desktop	n/a	\$30.00	\$40.00	\$45.00

Fee Per Laptop	n/a	\$35.00	\$45.00	\$50.00
Discounted hourly rate for all non-covered remote issues or on-site visits (All discounted billing is billed in 6min increments with a half hour minimum for all on-site visits)	\$85.00	\$85.00	\$75.00	n/a
<b>Additional Bolt-ons (Billed Monthly)</b>				
Support for Microsoft Dynamics Business Applications (SL, GP, NAV)	N/A	\$250.00	\$250.00	Included
Support hours can be extended to 5 x 12 (8am to 8pm Monday through Friday)	\$100.00	\$100.00	\$100.00	n/a
Support hours can be extended to 6 x 12 (8am to 8pm Monday through Saturday)	\$150.00	\$150.00	\$150.00	Included