



Your Resource Driving Manufacturing Innovation

# ITCare Support

MANTEC has developed and implemented a proactive service program to manage and support computer networks. This tiered program will improve system uptime and availability which will result in improved utilization and productivity for corporate networks and is custom fitted to each company to ensure a maximum investment to benefit ratio. Choose the Annual Support Contract that meets your needs.

## Bronze Support

Would your company benefit from knowing that a highly trained IT support person is only a phone call or email away? Do you want your calls for technical support to be given priority? Are you tired of the nuisance of pay-as-you-go technical support? If so, consider using our ITCare Bronze Support, which will meet your need for regular phone and email support to ensure your computer's health

## Silver Support

Are you ever anxious, wondering if your network is running like a thorough-bred race horse or limping on its way to pasture? A network's "blood pressure" and "heart rate" can be measured, using specific indicators that reflect network health. If you are interested in keeping your network healthy and avoiding the 'fix-on-failure' trap, consider signing up for our ITCare Silver Support, providing regular on-site visits from a network professional to review server health, to ensure the soundness of your IT infrastructure.

## Gold Support

Does your company require the insight, expertise, and experience of a seasoned, Certified Systems Engineer familiar with small-to-medium-sized business pressures, but your payroll won't support such an individual? If so, consider "time-sharing" a Network Engineer by purchasing ITCare Gold Support from MANTEC. ITCare Gold Support professionally and proactively cares for your IT infrastructure—giving you more time to concentrate on growing your organization.

**Optional Add-on Service Package** Enterprise Patch Management Service Patching computer systems used to be marginally beneficial and aptly fell under the adage 'if it isn't broken, don't fix it', but in today's environment, an organized Patch Management system is a requirement to maintain system security. In fact, Patch Management is just as important as Antivirus protection to adequately protect your network from intrusion and infection. Consider engaging MANTEC to manage your company's Patch Management needs so that you can rest assured that your network is being kept up to date with the current manufacturers' patches. MANTEC offers two levels of Patch Management to meet your particular company's needs, server patch management and enterprise patch management.

	Bronze	Silver	Gold
Unlimited Phone and Email Support (Mon-Fri, 8am-5pm)	X	X	X
Quick response to phone and email requests	X	X	X
All hourly billed services will be discounted to \$90/hr	X		
Receive 25% discount on Enterprise Patch Management Service		X	
Proactive server monitoring service		X	X
Generate and maintain an inventory report of all network hardware and software		X	X
Schedule a regular on-site meeting to review current network status		X	X
Generate a gap analysis report that addresses key issues for prevention		X	X
Assist company representative with developing a network improvement plan		X	X
All hourly billed services will be discounted to \$75/hr		X	X
Enterprise Patch Management Service			X
Quarterly meetings to discuss current network health			X
On-site services to correct network or OS issues assist in hardware failures			X
Unlimited support for Network Administrative Functions			X
Highest priority response to technical support requests			X
Guidance in physically organizing computer room resources			X
All hourly billed services will be discounted to \$65/hr			X

To set up your IT Care Support contact your District Manager directly or MANTEC at 717-843-5054.