



# IT MAX Support

IT MAX Support is a flat-fee support service designed to address your ongoing IT management and support needs. It includes hardware and software troubleshooting, security management, scheduled maintenance of your IT systems and access to discounted hourly rates for a wide range of your IT initiatives. With a simple pricing structure based on the number of PCs and servers in your office, IT MAX Support is easy to buy, easy to use and easy to budget for.

IT MAX Support: It's Good Not To Think About IT.

## Hardware Support

Whether your hardware is brand new or near the end of its lifecycle, glitches and issues will come up. Hard drives will fry, wireless network cards won't connect, servers will overheat and your VPN will sometimes take you for malicious intruder. Believe it or not, all of this is normal. What isn't normal is you spending half of your day handling these small IT emergencies and shortchanging your customers, prospects and employees in the process. IT MAX Support specialists are trained to address your IT problems quickly and effectively — before they become a disruption to your business. From remote troubleshooting to rapid response on-site help, your IT MAX Support service is designed to handle most of what life throws your way.

## Software Support

Your standard office software is covered too. If your computer came preloaded with an operating system like Microsoft Windows XP or Vista, the Microsoft Office Suite and basic networking/printing applications, then we will help you out if this software gives you any trouble.

## Security Monitoring

Keeping your desktop PCs and laptops secure is the first step in ensuring data integrity, regulatory compliance and high productivity in your office. When your computers are covered under the IT MAX Support service, they will be configured with security in mind and kept up-to-date on known security threats and vulnerabilities.

HARDWARE

SOFTWARE

SECURITY

SCHEDULED  
MAINTENANCE

AD HOC  
PROJECTS

“**...now, if somebody has a problem in my office, they call an IT technician instead of a collections attorney. Imagine that.”**

Keith Schindler,  
Schindler Law



NO LONG-TERM AGREEMENTS ARE REQUIRED.

BUT TRUST US: YOU'LL WANT ONE

TARGET RESPONSE AND PROBLEM RESOLUTION TIMES:

Response time: 2 hrs


Critical issue: 6 hrs  
 Moderate issue: 24 hrs  
 Minor issue or change request: 48 hrs

## Scheduled Maintenance

Over the 10 years of providing IT support to small businesses, we have learned two lessons well. One: don't wait till work comes to a halt to pay attention to your IT infrastructure. Two: just because something works doesn't mean that it works the best way it can. These two reasons are why we've including scheduled maintenance services like system tune-ups, hard drive defragmentation and software patching for every system we manage

## Ad Hoc Projects


For projects or issues that aren't covered with IT MAX Support, you will get access to IT MAX Time: a discounted hourly rate program that allows you to save on projects like installing and configuring third-party software, deploying new servers and infrastructure, configuring VPN connections and more. For more information about what is covered with IT MAX Time, please visit [www.itmaxgroup.com](http://www.itmaxgroup.com)

 <b>PC Support</b>	Month-to-Month Plan	Annual Plan
	\$30 /mo. <small>per computer</small>	\$25 /mo. <small>per computer</small>
<b>Hardware Support</b>		
PC Installation and Configuration		✓
Remote and On-Site Troubleshooting		✓
Upgrade and Patch Management		✓
Hardware Repair (Parts Not Included)		✓
<b>Software Support</b>		
Operating System		✓
Microsoft Office Suite		✓
Basic Networking Applications		✓
<b>Security</b>		
Anti-Virus Software Management		✓
Automated Spyware & Adware Removal		✓
Software Patch Management		✓
<b>Scheduled Maintenance</b>		
System Optimization & Management		✓
Quarterly Technology Reviews		✓
<b>Ad-Hoc Projects</b>		
Discounted Hourly Rates through the IT MAX Time Program		✓

# IT MAX Support

## KEY BENEFITS OF IT MAX SUPPORT:

- > Stabilize IT support costs
- > Maximize system performance and uptime
- > Increase employee productivity and satisfaction
- > Protect yourself against data losses and security breaches



### Server Support

Month-to-Month Plan

**\$99**/mo.

per server

Annual Plan


**\$79**/mo.

per server

Hardware Support	
Server Installation and Configuration	✓
Remote and On-Site Troubleshooting	✓
Upgrade and Patch Management	✓
Hardware Repair (Parts Not Included)	✓
Warranty Management	✓

Software Support	
Operating System	✓
Microsoft Exchange Support	add \$79
Database / Application Support	add \$79

Security	
Software Patch Management	✓
User Account Management	✓
File Sharing & Permissions Management	✓
Security Policy & Compliance Management	✓



### Network Support

Month-to-Month Plan

**\$129**/mo.

per location

Annual Plan

**\$99**/mo.

per location

Hardware Support	
ISP Management	✓
Router Management	✓
Antivirus Management	✓
Firewall Management	✓
VPN Management	✓

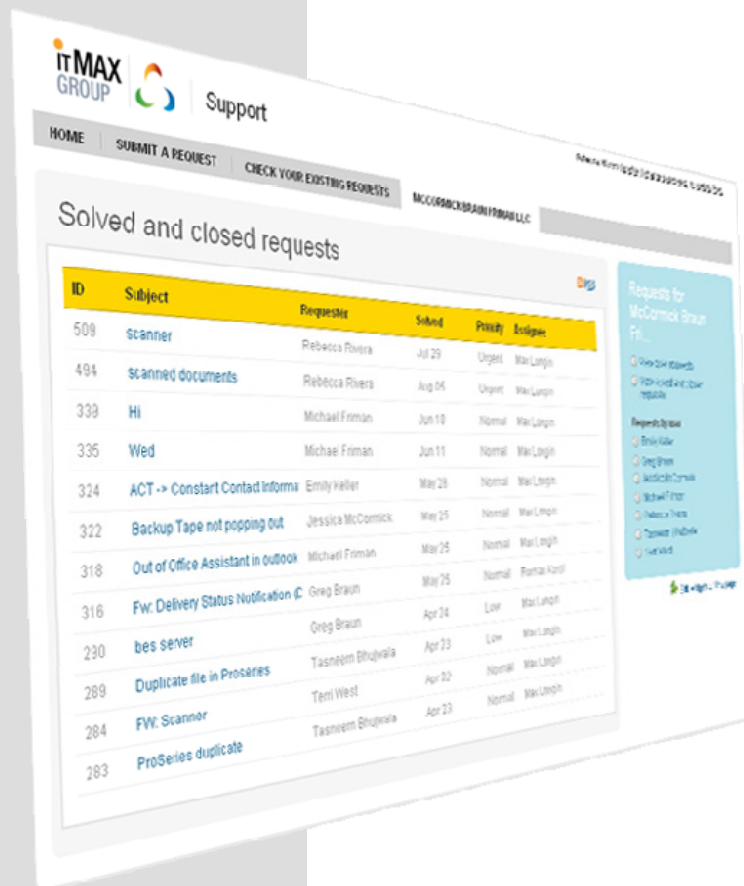
# IT MAX Support

## A Powerful Helpdesk Solution

When you choose IT MAX Group, you empower every employee in your organization to manage their own IT issues and requests. Anybody can submit a help request by:

- Sending an email to [support@itmaxgroup.com](mailto:support@itmaxgroup.com)
- Logging into their personal helpdesk system at [support.itmaxgroup.com](http://support.itmaxgroup.com)
- Calling 1.888.77 ITMAX

Once submitted, the trouble ticket is assigned to an IT MAX consultant and can be tracked in our web-based helpdesk system all the way through completion. You, of course, have complete visibility and reporting capabilities for all of your users' activities and communications with IT MAX staff.



The screenshot shows the IT MAX Group Support portal interface. At the top, there is a navigation bar with 'HOME', 'SUBMIT A REQUEST', and 'CHECK YOUR EXISTING REQUESTS'. Below this, the main content area is titled 'Solved and closed requests'. A table lists various requests with columns for ID, Subject, Requester, Subm'd, Priority, and Status. A sidebar on the right contains a search box and a list of request types.

ID	Subject	Requester	Subm'd	Priority	Status
509	scanner	Rebecca Rivera	Jul 29	Urgent	Wait Login
494	scanned documents	Rebecca Rivera	Aug 05	Urgent	Wait Login
339	Hi	Michael Firman	Jun 10	Normal	Wait Login
335	Wed	Michael Firman	Jun 11	Normal	Wait Login
324	ACT -> Constat Contad Informa	Emily Keller	May 29	Normal	Wait Login
322	Backup Tape not popping out	Jessica McCormick	May 29	Normal	Wait Login
318	Out of Office Assistant in Outlook	Michael Firman	Mar 25	Normal	Wait Login
316	Fw: Delivery Status Notification C	Greg Braun	Mar 25	Normal	Pending Approval
230	bes sever	Greg Braun	Apr 24	Low	Wait Login
289	Duplicate file in ProSeries	Tasneem Bhujwala	Apr 23	Low	Wait Login
284	Fw: Scanner	Terri West	Apr 23	Normal	Wait Login
283	ProSeries duplicate	Tasneem Bhujwala	Apr 23	Normal	Wait Login

## About IT MAX Group

In business for over 10 years, IT MAX Group provides IT support and services to small businesses in Chicagoland. We have helped many companies like yours to stabilize IT budgets, increase productivity and eliminate technology headaches. Spend your time doing what you do best — and let us do the same for your business.



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