

# CAP- IT Complete

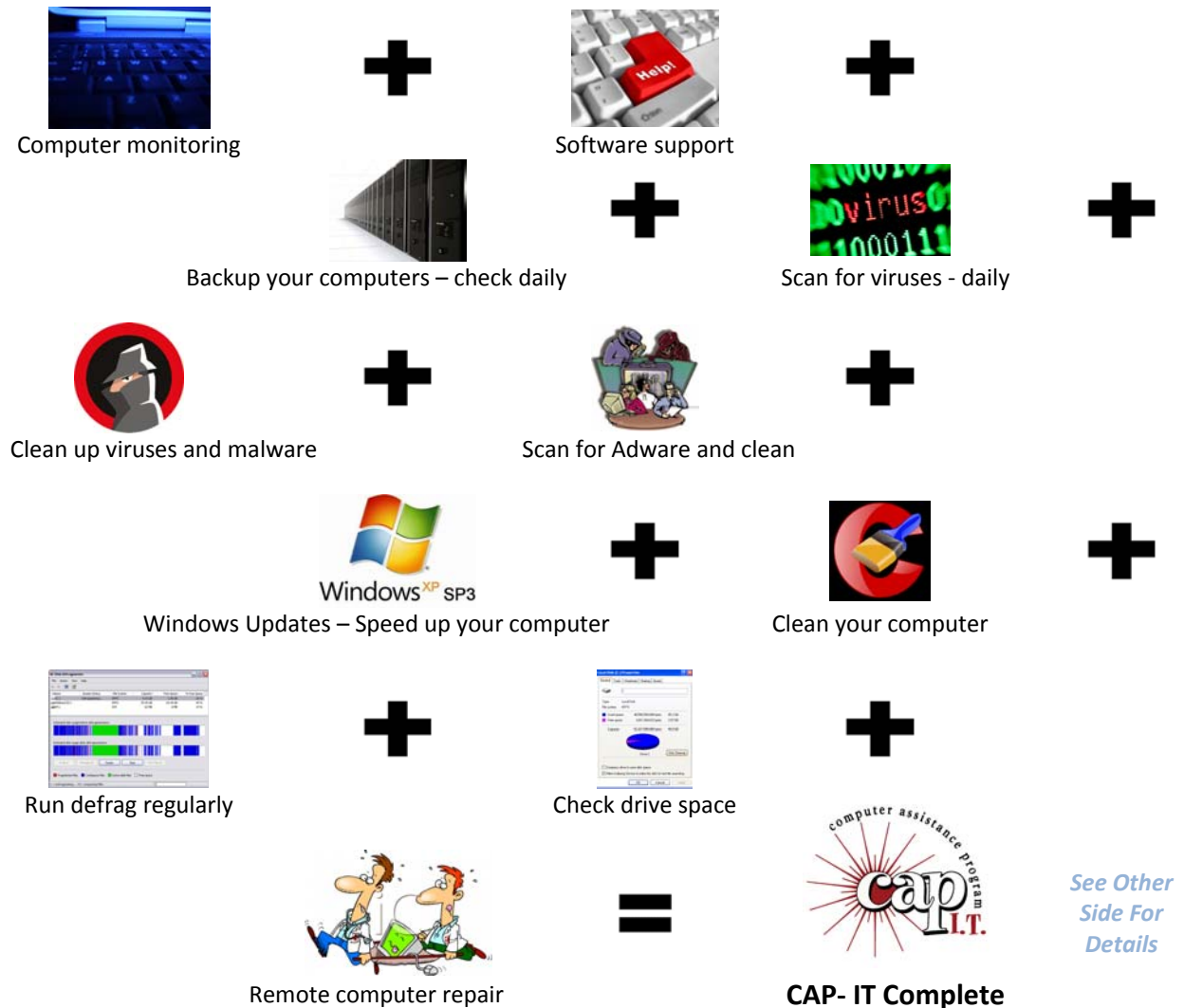
Your complete computer solution



**Many studies have shown that the average small sized business loses thousands of dollars a year to computer downtime.**

Saunders Business Solutions delivers proactive managed services that keep your computers and network up and running at optimal effectiveness and efficiency, with superior network performance, security, and reliability—all at an affordable price.

To keep your computer running right, you need to do the following – AND MORE (Turn over for details)



See Other Side For Details

## Saunders Business Solutions

400 Office Park Drive Suite 203 Birmingham, AL 35223  
1781 Taliaferro Trail Montgomery, AL 36117

(205) 408-0600 or Toll free (866) 922-6009 [Support@SaundersBusiness.com](mailto:Support@SaundersBusiness.com) [www.SaundersBusiness.com](http://www.SaundersBusiness.com)

CAP- IT	Lite	Complete	Gold	Server
Active remote computer monitoring software included	✓	✓	✓	✓
Support for end user applications (Depending on availability)		✓	✓	✓
Remote access for YOU to YOUR computer	✓	✓	✓	✓
Software Firewall included	✓	✓	✓	✓
Spyware protection software included	✓	✓	✓	✓
Adware protection software included	✓	✓	✓	✓
Content filtering – if desired	✓	✓	✓	
E-mail alerts	✓	✓	✓	✓
Windows update management included	✓	✓	✓	✓
Monitored remote offsite backup included	1 GB	4 GB	6 GB	10 GB
Antivirus Software – TrendMicro Worry Free included	✓	✓	✓	✓
Online ticket submission and ticket status included	✓	✓	✓	✓
Toll Free number	✓	✓	✓	✓
Up-to-date software and patch information included		✓	✓	✓
Virus removal – remote only – included		✓	✓	✓
Computer speed repair – remote only - included		✓	✓	✓
New customer e-mail series detailing how to get the most from your system - included		✓	✓	✓
Free initial installation and tune-up – All done remote – One hour limit - included		✓	✓	✓
You will be assigned to a tech that will be your main point of contact		✓	✓	✓
One Hosted Exchange mailbox per computer - included *			✓	
Free copy of Outlook 2010 – with the Hosted Exchange			✓	
Hours included per machine per month **	None	1 hour	1.5 hours	1.5 hours
Website Hosting with 6 or more CAP- IT Complete, Gold or Server subscriptions ***		✓	✓	✓
Unused time % available for disaster recovery ****	None	35%	50%	50%
Cost per month per computer	\$49.95	\$99.95	\$119.95	\$129.95
Hourly rate for billable work such as hardware repair that is not included in the CAP- IT program *****	\$145 - \$25 discount = \$125/hr.	\$145 - \$29 discount = \$116/hr.	\$145 - \$37 discount = \$108/hr.	\$145 - \$37 discount = \$108/hr.

\* Domain and hosting are required but not necessarily on our system. Data transfer will be an additional charge.

\*\* These hours are remote hours only. Any onsite or in house work will be subject to the hourly charge.

\*\*\* Moving the site and set up of the site will be subject to the normal hourly rates. This does not include creating the website.

\*\*\*\* Disaster recovery time is available in the event of a data loss event. See agreement for details.

\*\*\*\*\* If you subscribe to multiple CAP- IT programs above, your hourly rate will be the lowest of the services.

Prices are subject to change without notice.

A one year subscription is required – after 12 months the subscription is month to month.

See SLA for detailed program information

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