

CAP- IT Complete

Your complete computer solution



What is *CAP-IT Complete* and Why it Works

You want to have a reliable computer for your business. You want to control your costs, reduce stress, make sure the computer is safe and runs the way it should – all the time. Here is why the CAP-IT Complete system works: (Managed IT Services)

- ✓ ***CAP-IT is designed for your peace of mind.***
We make sure your computer is always running as good as it can by providing small business IT services. We do all of our work remote when you are not using your computer.
- ✓ ***CAP-IT employees do not need to come to your home of office.***
Let us know when your computer is available & we will do our work at that time.
- ✓ ***CAP-IT eliminates the need to purchase maintenance software.***
Antivirus software, backup software, remote access software, spyware software or any other maintenance software needed to maintain your systems is provided at no extra charge.
- ✓ ***CAP-IT will give you more time to do the things you want to do.***
On average, people spend 13 minutes every day waiting on their computers, that comes to 7 – 8 hour work days per year. CAP-IT Complete will make your computers run faster.
- ✓ ***CAP-IT employees love working on computers and fixing problems.***
That is what we do all day long. We are the experts you want working on your computers.
- ✓ ***CAP-IT will reduce your stress level.***
You get stressed when you have a computer problem and don't know what to do or who to call. With our managed IT services, we eliminate that stress, you call us, we fix the problem – that is all there is to it.
- ✓ ***CAP-IT gives you a computer expert that understands your system***
and small business IT support needs. You are assigned to a tech that handles your issues. When you call, they understand your system and can handle it quickly without you having to explain everything to them.
- ✓ ***CAP-IT is designed to keep your computers as safe as possible***
by making sure that all the holes in your system where the "bad guys" can get in are dealt with quickly and effectively. As a managed services provider, will give you the state of the art software to make sure your system is safe.

Saunders Business Solutions

400 Office Park Drive Suite 303 Birmingham, AL 35223
(205) 408-0600 or Toll free (866) 922-6009 Support@SaundersBusiness.com 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(s)	✓	✓	✓	✓
20% discount on all other Full Service programs	✓	✓	✓	✓
Spyware protection and software included	✓	✓	✓	✓
Adware protection and software included	✓	✓	✓	✓
Mapped drives to remote computers (automatic connection)	✓	✓	✓	
Monitored E-mail alerts and resolution of the issues	✓	✓	✓	✓
Windows update management included	✓	✓	✓	✓
Monitored remote offsite backup included	1 GB	4 GB	6 GB	10 GB
Antivirus Software –included	✓	✓	✓	✓
Online ticket submission and ticket status included	✓	✓	✓	✓
Toll Free number	✓	✓	✓	✓
Up-to-date software and patch information included		✓	✓	✓
Virus removal included		✓	✓	✓
Computer speed repair 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			✓	
One hour onsite if needed per year - included			✓	
Website and one Domain Hosting with 6 or more CAP- IT Complete, Gold or Server subscriptions **		✓	✓	✓
Cost per month per computer (Quantity discounts available)	\$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.

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

*** 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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