

# REDUCE I.T. OVERHEAD!

C3 Communications provides a comprehensive approach for managing the overall health of your IT Network, Computers, IP Devices, and Related Peripherals. C3's comprehensive support plans ensure that your technology doesn't manage you. With a C3 Managed Services Plan, we take a proactive approach to ensure that your technology is protected, monitored, and maintained around the clock, saving our clients time and money.



**404.939.9760**

support@C3Communications.NET  
www.C3Communications.NET

C3's competencies include the Design, Installation, and Support of:

- PC's and Servers
- Wireless Access
- Video Surveillance
- Mass Notification
- Audio / Video
- I.P. Telephony
- Sound Masking
- Conference Room Technology
- Access Control
- Burglar Alarm
- Room Schedulers



## Managed Services

### Monitoring

	BASIC	PRO	PREMIUM
Network Monitoring / Alerts	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Service Availability Monitoring	✓	✓	✓
Windows Error Monitoring / Alerts	✓	✓	✓

### Support

	BASIC	PRO	PREMIUM
Online Case Management	✓	✓	✓
Integrated Reporting	✓	✓	✓
Unlimited Email Support	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
Unlimited Phone Support	X	✓	✓
Unlimited On Site Support*	X	X	✓

### Maintenance

	BASIC	PRO	PREMIUM
Automated Desktop Optimization/Management	X	✓	✓
Automated Maintenance Processes	X	✓	✓
VPN Client Management	X	✓	✓
Microsoft Patch Management	X	✓	✓
Unlimited Software Updates	X	✓	✓
Unlimited Software Upgrades	X	X	✓

### Security

	BASIC	PRO	PREMIUM
Anti-Virus and Spyware Management	✓	✓	✓
Automated Virus, Spyware and Adware Removal	✓	✓	✓
Security Administration	X	✓	✓
Security Patch Management	X	✓	✓
Advanced Virus, Spyware and Adware Removal	X	X	✓
Software Application Blocking	X	X	✓
Network Policy Enforcement	X	X	✓

### Software

	BASIC	PRO	PREMIUM
Software Asset Management	✓	✓	✓
Microsoft Application Support	✓	✓	✓
3rd Party Application Support	X	✓	✓
Software Purchasing Advice	X	✓	✓
Software Purchasing Coordination	X	✓	✓
Software License Renewal Coordination	X	✓	✓

### Hardware

	BASIC	PRO	PREMIUM
Hardware Asset Management	✓	✓	✓
Hardware Purchasing Advice	✓	✓	✓
Hardware Warranty Coordination	X	X	✓
Installation of New Hardware	X	X	✓
Software Migration on New Hardware	X	X	✓

### Add Ons

	BASIC	PRO	PREMIUM
Emergency After Hours Support	\$175.00	\$155.00	\$125.00
Handheld Support	X	\$5.00	\$3.00
Anti-Virus, Spyware License	\$3.00	\$2.50	\$2.00
Email Spam License	\$3.00	\$2.50	\$2.00
Out of Scope Work Discount	5%	10%	15%
Offsite Data Backup Discount	10%	15%	20%

\*Excludes Monitors, Printers and Peripherals