



# TheHelpDeskCompany

Your Own IT Department Without The Overhead

TheHelpDeskCompany has turned the tables on traditional IT by charging one flat fee for support. And with short-term support plans, it's easy to work with us. Our responsive Microsoft Certified Professionals proactively maintain, manage and support your network. Your entire staff can call for help without additional cost. There are fewer unexpected network outages and productivity increases. And for your company that means increased profit.

Providing Better Information Technology Support to Small Businesses	T&M	BUSINESS CARE		
		BASIC	SELECT	COMPLETE
<b>Monthly Cost Per Employee.</b> Based on a ratio of one server per ten employee computer profiles.	\$0	\$25	\$125	\$175
<b>Monthly Minimum.</b> All Business Care plans have a ten employee minimum.	N/A	\$250	\$1250	\$1750
<b>Remote Support.</b> Business Care breaks the industry norm with a fifteen minute support minimum (traditionally thirty minutes).	\$125	\$100	FREE	FREE
<b>Onsite Support.</b> Again, Business Care breaks the industry norm with a fifteen minute support minimum (traditionally one hour). Support Engineers go onsite only when necessary.	\$125	\$100	\$100	FREE
<b>MessageCare.</b> Screens email for spam and viruses for each employee. Provides additional server protection against attacks from the Internet. Cost monthly per email address.	\$4	\$4	\$4	\$4
<b>ThreatCare.</b> Stops viruses, spyware and hackers with an all-in-one integrated defense.	\$4	\$4	\$4	\$4
<b>TheftCare.</b> Keeps your data safe! Tracks lost or stolen laptops, and remotely deletes sensitive data at your discretion. Cost monthly per computer.	\$4	\$4	\$4	\$4
<b>Guaranteed Response Time.</b> Business Care clients receive priority response. Guaranteed response protects your company from server down emergencies.	N/A	4 hrs	2 hrs	2 hrs
<b>Unlimited Remote Support for Company Server(s).</b> Includes diagnosis and resolution for your Microsoft Windows Server, Small Business Server, Exchange Server and Remote Web Workplace.			✓	✓
<b>Unlimited Remote Support for Employee Workstations.</b> Empowers your employees to pick up the phone anytime during the day to get help when they need it.			✓	✓
<b>Unlimited Remote Support for your Local and Site-To-Site Networks.</b> Includes diagnosis and resolution for your network routers, switches, hubs, wireless access points, printers, and Internet connectivity.			✓	✓
<b>Unlimited Onsite Support for Company Server(s), Employee Workstations and Network(s).</b> Provides 100% coverage on all technology for your entire company.				✓
<b>Industry Best Practices.</b> Support Engineers follow documented processes to insure your systems are being configured and maintained according to manufacturer's best practices.	✓	✓	✓	✓
<b>24/7 Early Warning Dashboard.</b> Reduces unplanned outages. Speeds up troubleshooting.		✓	✓	✓
<b>Daily Disaster Recovery Planning and Management.</b> Data backup management. Monitor and repair backups daily. Regular test restorations of company accounting data to verify recoverability.		✓	✓	✓
<b>Weekly System Updates Applied to Company Server(s) and Employee Workstations.</b> Critical security bug fixes applied after normal business hours to minimize business impact.		✓	✓	✓
<b>Weekly Performance Tuning of Employee Workstations.</b> Ensures your employee workstations are performing at optimal speed. Performed after normal business hours to minimize business impact.		✓	✓	✓
<b>Ongoing Asset Management.</b> Technology asset tracking assists with life cycle planning, budgeting, property taxes and replacement insurance.		✓	✓	✓
<b>Vendor Management.</b> Saves time and money (not to mention the headaches) by serving as liaison with your Internet Service Provider, web hosting company, telephone company, telephone system provider, leased copier/fax/printer company, etc.			✓	✓
<b>Monthly Report Cards.</b> Microsoft Certified Professional personally reviews and sends a report summarizing spam and threat protection, early warning monitoring, disaster planning, proactive maintenance activity, and budget/forecasting information.		✓	✓	✓
<b>Primary Microsoft Certified Professional (MCP) Support Engineer.</b> Your company has a primary MCP intimately familiar with your network and a support team of other MCP's ready to assist you.			✓	✓
<b>Dedicated Chief Technology Officer (CTO).</b> Includes assistance evaluating new technologies, designing systems, advising on technology usages for business efficiencies, and life cycle planning and budgeting.			✓	✓

Contact us today for your free business assessment.

**TheHelpDeskCompany**

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**Microsoft**

Certified Small Business Specialist



Networking Infrastructure Solutions