

## MC Squared Technology Group

### Preventative Maintenance Program

Here are some reasons why you should develop a preventive maintenance plan for your PC:

- **Preventive Maintenance Saves Money:** I'm sure we've all heard the old adage "an ounce of prevention is worth a pound of cure". It's trite, but it is also true. Avoiding problems with your PC will save you money in the long run, compared with laying out cash for new components or repair jobs.
- **Preventive Maintenance Saves Time:** Saves time? How can taking two hours a month or whatever to perform maintenance save time? Simple: because it saves you the much bigger hassles of dealing with system failures and data loss. Most preventive maintenance procedures are quite simple compared to troubleshooting and repair procedures--now *those* can really eat up your time at a fantastic rate.
- **Preventive Maintenance Helps Safeguard Your Data:** For most people, the data on the hard disk is more important than the hardware that houses it. Taking steps to protect this data therefore makes sense, and that is what PM is all about.
- **Preventive Maintenance Improves Performance:** Some parts of your system will actually degrade in performance over time, and preventive maintenance will help to improve the speed of your system in these respects.

#### Initial Assessment

- The computing environment is evaluated
- Participant hardware and software is upgraded or replaced based upon the assessment
- Time estimate is 1 hour per machine

#### Preventative Maintenance (Monthly)

During each visit the following will be checked and updated.

- Software on the machines (make sure it is the most current)
- Anti-virus software is updating and scanning regularly
- Full anti-virus scan of computer's hard drive
- Backups are occurring on a regularly scheduled basis
- Launch full backup, time permitting
- Check certificates
- Ensure each computer can access printers
- Any unresolved problems are addressed
- Moira database information is current \*
- Machines are labeled properly
- For staff changes during the year: A subset of preventative maintenance is completed as a new employee departs and a new one arrives.

#### Dispatch

Emergency dispatch service to address problems with your hardware or software that can't be resolved by e-mail or over the phone is available.

- MC Squared consultants will determine if dispatch is necessary.
- Emergency dispatch will be in your office within 2 to 4 hours.
- Service costs outside of our PMP visits will be billed \$80/hour. This is a \$45/hour savings, for your commitment.
- Phone support is available for our PMP or Platinum clients at a rate of \$25/incident.