

Platinum Preferred Maintenance Plan

MC² Technology Group's Platinum Preferred Maintenance Plan is a way for Michigan Small Businesses to have a fixed technology budget for maintenance. If your technology costs have spiraled out of control then perhaps its time for a fixed cost plan from MC² Technology Group's. Let MC² Technology Group's be your managed services provider.

Why should I think about the Platinum Preferred Maintenance Plan from MC² Technology Group?

- ***BEST VALUE for your money.*** No need to worry about per hour charges.
- **Complete all inclusive** maintenance care of your network.
- **One** number to call for all IT related items.
- Being proactive rather than reactive when it comes to technology – thus allowing you to grow your business and not worry about technology
- Peace of Mind knowing you have a personal relationship with qualified technology experts
- Priority response to all your questions and concerns
- Service at a fraction of the cost of a full time network engineer on staff
- Business Solutions. MC² Technology Group strives to understand your business and help it grow by making sure that technology is not holding you back. As a trusted advisor we can understand your business and suggest technology solutions that cater to your business when you deem appropriate
- Secure environment – constant attention with a maintenance agreement means that someone is looking out for your company's data and keeping it secure and out of the public eye

Platinum Preferred Maintenance Plan Benefits

- **All inclusive** support package
- 2 Hour Priority Phone Response from 8am-5pm daily
- Complete and Thorough Network Documentation
- Daily Remote Server Monitoring for up/down status, backups, etc.
- Monthly Server Maintenance on site (includes hotfix and security patch installation)
- Server event log review
- Server service pack installations
- Firewall verification
- Monthly workstation maintenance on site
- Business Continuity Plan
- Critical business data backup verification
- Cleaning of tape drive
- Off site tape storage (if requested)
- Virus Checking and removal (requires client purchase Virus Software)
- Patch management services for security issues with Microsoft and other vendor software
- 4 Hour Priority Response for On-Site Support when necessary
- Qualified Network Technician familiar with all aspects of your environment