

Computer Comfort offers a flexible, affordable way to maintain your system and ensure the safety of your data. Customize your package below, or ask one of our friendly sales representatives to make a recommendation based on your needs.



Type of Service	Service Frequency			Billing Increment	
	Monthly	Bi-Monthly	Quarterly		
Security Protection	Monthly	Bi-Monthly	Quarterly	15 Min/Workstation	
Internal Threat Protection					
External Threat Protection					
Future Threat Protection					
Preventative Maintenance	<i>Includes "Security Protection" Services!</i>				
Remote Server Maintenance	Monthly	Bi-Monthly	Quarterly	30 Min/Server	
On-Site Server Maintenance	Monthly	Bi-Monthly	Quarterly	1 Hour/Server	
On-Site Workstation Maintenance	Monthly	Bi-Monthly	Quarterly	30 Min/Workstation	
On-Site Laser Printer Maintenance	Monthly	Bi-Monthly	Quarterly	30 Min/Printer	
Data Management					
Remote Backup Verification	Daily	Weekly	Monthly	15 Min	
Off-Site Data Storage	Weekly	Monthly	Quarterly	15 Min	
Data Archiving	Monthly	Quarterly	Semi-annually	Annually	1 Hour
Data Management	Monthly	Quarterly	Semi-annually	Annually	30 Min/Database
Outsourced IT Management					
Hardware & Software Lifecycle Management	Monthly	Quarterly	Semi-annually	Annually	1.5 Hours
Ongoing System Inventory	Monthly	Quarterly	Semi-annually	Annually	1 Hour
Remote System Administration	Daily	Weekly	Monthly	15 Min	
Rent an IT Professional	4-Hours/Week		8-Hours/Week	4 or 8 Hours/Week	
	4-Hours/Month		8-Hours/Month	4 or 8 Hours/Month	
	4-Hours/Quarter		8-Hours/Quarter	4 or 8 Hours/Quarter	
Training Services					
IT Administration Training	Monthly	Bi-Monthly	Quarterly	1 Hour	
Day-to-Day Service and Repair	<i>Reduced rates included in all Peace-of-Mind Programs!</i>				

Payment Options		
Pay as you go!	\$99/Hour	This rate includes all services!
Block of Hours	Pre-Payment	Quarterly Payment
20-Hours	\$1,900	\$495/Quarter
40-Hours	\$3,600	\$950/Quarter
60-Hours	\$5,280	\$1,350/Quarter
80-Hours	\$6,640	\$1,700/Quarter

Added Benefits

Sign up for the *Peace of Mind Program* and receive a reduced standard rate of \$99 or less/hour for all services. Sign up for 3-Hours or more per month and the *Peace of Mind Service Call Fee* is waived.

Questions? Call us today at 1-800-948-0201

The Computer Comfort Peace-of-Mind Program

A proactive approach to secure your data, your network and manage your computer system the friendly way!

at WORK

at WORK

Computer Comfort



Peace of Mind Program

The number one cause of major computer problems inside of companies is lack of regular care and maintenance. “If it isn’t broken, don’t fix it” is a common approach that most often results in major repair bills and extended downtime. With external threats such as viruses, and internal threats such as unsecured passwords and aging hardware, you need a simple and cost-effective way to reduce your risk of losing your critical data or needing a major repair visit that costs lots, and shuts you down.

Computer Comfort’s Peace of Mind program was created to take a proactive approach to maintaining and managing your computer system and allows *you* to prioritize what protection is important to your company. We provide incredible flexibility in a simple package with friendly billing options. You can choose from the menu of services here.



Security Protection

This package is an all-inclusive solution to improving your security! It includes:

Internal Threat Prevention – We add, delete and manage users, passwords, access rights and record-keeping across the network. Unauthorized access to your network is a major security issue and requires a diligent approach to stay up-to-date.

External Threat Prevention – We scan the server and/or workstations for spam, spyware, viruses and indications of external hacks into your system. Unfortunately, bad stuff gets through no matter how careful you are. Periodic cleaning keeps your system safe and running like it should.

Future Threat Prevention – Without Microsoft-released Windows Updates as well as updated protection software, new viruses and other threats have an easy time gaining access to your computer system. We update your computer system with the most recent Microsoft Windows Updates, virus software, adware and spyware to keep you protected.



Preventative Maintenance

Chose these services a la carte. All services below *automatically include* the Security Protection Package.

Remote Server Maintenance – Without needing to physically visit your office, technicians check/update your operating system, virus software as well as adware and spyware software. We detect viruses, adware and spyware, test data backups and check the CPU and memory loads. We detect minor issues before they cause major problems. Performed as often as every day, depending on your need.

On-Site Server Maintenance – All of the benefits of the Remote Server Maintenance, plus a physical check of all server hardware and networking equipment, including a physical cleaning. We test your battery backup power source (UPS) voltage, load and battery life so when power goes out, your system is ready.



Data Protection

Available as a package or a la carte.

Remote Backup Verification – As often as needed, we log in and verify your system has backed up your data as planned. We send an email confirmation, or alert you to a failed backup. Never wonder again if your data is safe.

Off-Site Data Storage – Keeping data offsite guarantees your information is safe, even in the event of a catastrophe at your office. Via mail, we transfer data to our facility on a rotation basis, on a schedule that meets your needs.

Data Archiving – Old data may have value, but can bog down your entire system if left on the server. Our data archiving provides either on-line remote access to your old data, or off-line archiving for long-term storage.

Data Management – We use database management tools to clean your databases, making your programs run more quickly and more efficiently. We export database files to other parts of your system for quick and easy retrieval in case of corruption or loss of data, and ensure that data from employees’ workstations is saved to the server.



Service and Repair

As part of any Peace of Mind program, you can apply your reduced hourly rate toward Day-to-Day Service and Repair. You direct the hours where *you* need them, and benefit from a significant reduction from our standard rates.



Outsourced IT Management

Our resources at your disposal. Available a la carte.

Hardware and Software Lifecycle Management – Invest your IT dollars wisely. Rather than continue to repair aging hardware and software, we monitor and make recommendations for the most economical way to keep your system current. We document and track all hardware and software, advising on needed updates/upgrades so you can do it incrementally, avoiding one large purchase down the line.

Ongoing System Inventory – We provide an electronic inventory of every piece of hardware and software on your entire network, so you can see what you have as well as when dangerous programs such as file sharing/swapping software has been installed by employees. Better information means better management, and long-term savings.

Remote System Administration – Have a trained and certified technician – not an untrained employee – perform everyday IT Administration duties on your system. Keep your system running at its optimal performance level and reduce unnecessary productivity losses.

Rent an IT Professional – Extended engagements with our technicians are available for whatever you need them for. Get the tech you want, when you want them and the expertise you need from a partner you trust.



Training Services

IT Administration – Our trained technicians provide IT administration training, so your personnel can effectively administer your computer system with greater independence reducing outsourced IT costs. Hands-on training is available as often as once a week.

Get Started Today!

Call your Computer Comfort sales representative today at 1-800-948-0201 for a free consultation and recommendation on which packages are most appropriate for your business. All Peace of Mind packages begin with a Robust Network Audit, a sophisticated electronic inventory of your entire system hardware and software so we can immediately begin meeting your needs.