



ON-DEMAND SUPPORT

PROGRAM SET-UP

The new, On-Demand Support program from **The Computer Guys** allows our help desk to resolve your issues quickly so that you can get back to work fast. In order to work quickly, we need to set-up remote access to your network.

Remote access is a **safe and secure** method of resolving IT issues used by all of the largest software and IT companies.

On set-up day, we will need a little time with you. It typically only takes about an hour.

The set-up cost is \$290 and the first month is \$50. After the first month, the costs are determined by the number of computers and devices on your office network.

MONTHLY COSTS

Your On-Demand Support program includes Anti-Virus protection and is priced depending on how many computers and devices run on your network. Each computer or device is:

Computer	\$6/mo.
Network Device <i>(e.g. Printers, Firewalls, Managed Switches, etc.)</i>	\$2.50/mo.

A typical practice of 1-3 physicians, would total about \$60/month. In order to take advantage of these low monthly costs, all you need to do is keep a valid charge card on file for **The Computer Guys** to bill against.

After 90 days, you can cancel any time with 30 days notice.

SUPPORT REQUESTS

When you call **The Computer Guys** to request support, our team will quickly login to your network using the Remote Access system that we installed on set-up day.

Support is broken down into 15 minute increments of \$36.25. Many of the most common issues can be resolved in just 15 minutes.

If larger issues occur, requiring a support team member to come to your office, we do have a minimum charge of 1 hour but still only bill in 15 minute increments if it takes longer.

CALL TODAY

Sign up with **The Computer Guys** today to join dozens of Detroit's leading medical practices. Discover why we're a Beaumont-preferred IT vendor and the only eClinicalWorks-preferred IT vendor in Michigan.

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