



Applied Information Technology
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IT Service Plans

Effective 8/1/2018

BasicCare (Break/Fix Service)

- Technical support and service provided as problems are reported
- Per incident billing for parts and labor
- Dispatch priority level: LOW
- Minimum labor charge: 1 hour for on-site service, .5 hours for shop service, and .25 hour for remote support
- Billing for on-site service includes travel time to the site
- Labor rates: \$250/hours weekdays, 9 AM to 5 PM; \$315/hour weekdays, 5 PM – 9 PM; \$395/hour at all other times
- Parts priced at cost plus + overhead + 15%
- No minimum service commitment

ProCare (Proactive Maintenance)

- Continuous, 24/7/365 health monitoring of equipment, networks, software, security, antivirus, and backups
- Installation of the latest system and ancillary software updates and patches (Windows, Acrobat, Flash, Java, etc.)
- Free loaner equipment in the event of covered equipment failure
- Dispatch priority level: MEDIUM
- Minimum labor charge: 1 hour for on-site service, .5 hours for shop service, and .25 hour for remote support
- Billing for uncovered, on-site service includes travel time to the site
- Parts priced at cost plus + overhead + 5%
- Labor rates for services not listed above: \$125/hour weekdays, 9 AM to 5 PM; \$180/hour weekdays, 5 PM – 9 PM; \$225/hour at all other times
- 1-year minimum service commitment
- Monthly subscription fee of \$35 per desktop or laptop computer, and \$75 per server, \$15 per network device.

TotalCare (Proactive, Managed Service)

- Continuous, 24/7/365 health monitoring of equipment, networks, software, security, antivirus, and backups
- Installation of the latest system and ancillary software updates and patches (Windows, Acrobat, Flash, Java, etc.)
- Unlimited tech support for computer, network and software problems (including managed PDAs and smart phones)
- Unlimited vendor management (we deal with Microsoft, Symantec, Comcast, Kodak, Timeslips, Dentrix, Cisco, XO, AT&T, etc.)
- Free loaner equipment in the event of covered equipment failure
- Dispatch priority level: HIGH
- Guaranteed response times for support requests
- Guaranteed server disaster recovery
- Customization of software and operating system settings not included
- Equipment must meet AIT minimum serviceability requirements to qualify for TotalCare service
- Billing for uncovered, on-site service includes travel time to the site
- Parts priced at cost plus + overhead + 5%

- Labor rates for services not listed above: \$125/hour weekdays, 9 AM to 5 PM; \$180/hour weekdays, 5 PM – 9 PM; \$225/hour at all other times
- Monthly service fee based on equipment profile. 2-year minimum service commitment

EnterpriseCare (Subscribed, Multi-Site Service)

- Labor rates: \$125/hour weekdays, 8 AM to 6 PM; \$180/hour weekdays, 6 PM – 9 PM; \$180/hour at all other times
- Minimum labor charge: 0.25 hour for any type of service
- Dispatch priority: HIGH
- Billing for on-site service includes travel time to the site
- Parts priced at cost plus + overhead + 5%
- Minimum 5 active sites required to qualify for EnterpriseCare
- 1-year minimum service commitment
- Monthly subscription fee of \$35/site/month