

ON DEMAND IT PRO SERVICES



Downtime is not an option.

Who's watching over your network?

A Watchful Eye for Your Most Critical Assets

On Demand IT Service Key Benefits:

**Ensure Security, Productivity,
and Efficiency**

- Ensure end user productivity and up time through automated routine maintenance scheduled at specific intervals
- Industry Enterprise Anti-Virus software subscription that included scheduled anti-virus updates, Spyware removal, and critical security patches delivery increased security and protection

Maximized Network Performance and Uptime

- Immediate and comprehensive network views coupled with automatic alerts delivered to your email prevent network crashes and downtime.
- Immediately alerted when system detects possible issues before they become a serious problem. Alerts on hard drives reaching 90% of its capacity. A full hard drive causes major server problems

Live Access to Experienced Technicians

- Gain real time access to a team of world-class engineers for end user issues all the way to complex network problems that you may not want or be able to react to.

D&G's On Demand IT Pro Service plan combines many of the benefits of our Managed IT Service plans, with the flexibility of a pay-as-you-go service - all without sacrificing critical IT support. On Demand IT Service packages start at \$299 for 10 desktops and 1 server per month. The small recurring monthly fee guarantees that D&G is monitoring your network and performing routine and scheduled preventative network maintenance, including desktop optimization and security updates. As needed, you'll have access to a complete IT cutting edge software to allow you the ability to resolve many of your issues internally. All alerting is sent directly to your email inbox for notification of possible problems. This gives internal IT staff the ability to resolve or escalate problems in real time..

D&G designed On Demand IT Service specifically for:

- Small offices seeking more than just reactive hourly IT support, but not ready for dedicated and fully managed IT service
- Larger customers that want the added resources of D&G's IT professionals and state of the art remote monitoring & management tools to supplement their internal IT department

Peace of mind for your small business

- D&G uses best of class monitoring and management tools to keep watch on your computers and network while performing regularly scheduled and automated updates.
- The combination of D&G's highly trained technicians and advanced network-monitoring tools not only save you time and money, but protect your business from unforeseen network downtime and technology frustrations.

**Full Time IT Support.
Part Time Price.**

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On Demand IT Pro

Prices Monthly—Includes one server and up to 10 PC's—Each additional server is \$99/month and each additional PC is \$9/per month

On Demand IT Pro Services

\$ 299/mo

| PC Maintenance | |
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| Automated Scheduled Anti Virus Updates | ✓ |
| Automated Scheduled Spyware Prevention and Deletion | ✓ |
| Automated Temp File Deletion | ✓ |
| Automated Patch Assessments & Updates | ✓ |
| Comprehensive Tracking of all Software and Hardware on each Desktop/Laptop | ✓ |
| Detailed & Comprehensive Reports for Inventory & Preventative Maintenance Activities | ✓ |
| Live Help Desk Technician Availability for Remote Troubleshooting | ✓ |
| Server Maintenance | |
| Automated Daily Maintenance | ✓ |
| Database Size Monitoring | ✓ |
| Event Log Monitoring | ✓ |
| Service Monitoring | ✓ |
| Security Patch Management | ✓ |
| Service Pack Management | ✓ |
| Core Health Monitoring | ✓ |
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