

PC MANAGEMENT



*Downtime is not an option.
Who's watching over your network?*

Desktop Management Key Benefits

- **Gain unlimited Access to Friendly Knowledgeable and Dedicated Engineers who are Available to Assist Your Team Night and Day from any Location.**
- **Maximize End User Efficiency, Productivity, and Satisfaction**
- **Empower End Users and Increase Technology Confidence**
- **Decrease Problems Resolution Time and Overall Technology Frustrations**
- **Optimize Desktop Performance with Regular Maintenance and Monitoring**
- **Ensure Predictable and Transparent IT Support Costs as Your Organization Grows and changes**
- **Enable Key IT Personnel to Focus on Strategic Projects Instead of Computer issues.**

Your Needs as a Small Business

The growing complexity of today's small business desktops—combined with increasing mobile and distributed work force and escalating end-user expectations—have made it extremely challenging for today's small business to support their users. Simply put, today's work force demands the highest levels of service and support regardless of location or time of day.

Maintain Control

D&G has the ability to access the complete global desktop environment of it's customers through a single "portal". Powered by our asset management system, D&G has complete visibility into hardware and software assets, allowing for unmatched levels of desktop management and services to end users on a consistent basis. D&G allows greater access to your computer inventory and provides more control for easier purchasing, upgrading, maintenance, and budgeting. This tool enables D&G to ensure all your desktops have the most recent critical software patches, proper software licenses, are secured with updated Microsoft Security Patches, and updated anti-virus software.



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Prices Monthly Per Computer

	Basic \$14	Professional \$39	Premium \$49
24/7 Support	Basic	Professional	Premium
<u>Network Monitoring & Alerting</u>	✓	✓	✓
<u>System monitoring & Alerting</u>	✓	✓	✓
<u>Asset Management</u>	✓	✓	✓
<u>Computer Software / hardware Electronic Inventory</u>	✓	✓	✓
<u>Security Monitoring & Alerting</u>	✓	✓	✓
<u>Performance Monitoring & Alerting</u>	✓	✓	✓
<u>Unlimited Phone Support</u>	—	✓	✓
<u>Unlimited Remote Control Support</u>	—	✓	✓
<u>Microsoft Application Support</u>	—	✓	✓
<u>Unlimited On-Site Support</u>	—	—	✓
<u>Emergency After Hours Support (6pm-8am M-F, Sat/Sun)</u>	—	—	✓
<u>Normal rates per/hour Discounts</u>	05%	9%	12%
Maintenance			
<u>Online Asset Management</u>	✓	✓	✓
<u>Online Case Management</u>	✓	✓	✓
<u>Online License Management</u>	✓	✓	✓
<u>Desktop Optimization & Management</u>	✓	✓	✓
<u>Spyware and Adware Removal</u>	✓	✓	✓
Security			
<u>Operating System Security Updates Management</u>	✓	✓	✓
Antivirus Support			
<u>Antivirus Software Management & Update</u>	—	✓	✓
<u>Antivirus Software Monthly Subscription</u>	Add \$3.33 per/Workstation	Add \$3.33 per/Workstation	✓

**NOTE: Antivirus software (AVG Enterprise Edition) subscription is \$3.33 per/workstation - per/month. This software is included FREE of charge to all clients who elect to have then Premium support package.