

Most successful large enterprise businesses all over the world have recognized the values and importance of IT roles within their business operations. These businesses have invested a millions of dollars and man-power to successfully install, organize, implement and manage their IT operations to get advantages over their competitors. Unfortunately, for many Small-Office-Home-Office (SOHO) and Small-to-Medium sized (SMB) business, the cost of implementing such systems was prohibitive, difficult, and expensive - until now!

MEGACOM offers our business clients a convenient and powerful remote monitoring and management of your desktop/server systems without costly up-front investment on a subscription based managed services. We also provide proactive remote resolution\* and alerts for those systems that are managed via MEGACOM RemoteCarePro Managed Services™ (MRMS) at an affordable and low fixed rate. For a further flexibility, MRMS is available at two different subscription levels: **Basic** or **Advanced**.

Support Coverage	Basic	Advanced
24x7 around the clock remote monitoring service and email alert notification	✓	✓
24x7 around the clock remote monitoring & <b>proactive remote issue resolution*</b>	N/A	✓
Anti-Virus/Anti-Spyware/Malware definition update status, infection scans result monitoring and email notifications if any infection had been detected.	✓	✓
Anti-Virus/Anti-Spyware/Malware definition update and infection scans. <b>If any infection had been detected, we provide a remediation support free of charge!</b>	N/A	✓
Automated Microsoft Security Updates Checkup & Deployment	✓	✓
Free hard disk volume space detection and S.M.A.R.T (Self-Monitoring, Analysis, and Reporting Technology) monitoring for hard disk pre-failure conditions	✓	✓
Temporary Files & Internet Debris removal for better system performance	✓	✓
Executive, Asset Change & Technical System Info Reporting via email (Asset Change and Technical System Info reports are provided upon request)	Limited (Quarterly)	✓ (Monthly)
<b>Rapid remote problem resolutions and help desk support</b> by MEGACOM's senior level certified professionals/engineers during regular business hour (Monday-Friday, 8:30 am-5:30 pm, PST excluding Holidays).	N/A	✓
For any problem that can't be fixed or resolved remotely (due to a hardware failure, no Internet access, etc.), we will provide a <b>free</b> bench repair service or a 20% discounted labor charge for on-site service request.	N/A	✓
<i>(Note: The free bench service offer does not include any system upgrade, data backup/transfer service, or any other optional services. For hardware failures, the replacement parts cost will be billed separately.)</i>		



**MEGACOM RemoteCarePro Managed Services (MRMS) Subscription Rates**

Managed System Type	6 Month Subscription	Annual Subscription
Desktop/Laptop Care - <b>Basic</b>	\$120.00 (\$20.00/month)	\$180.00 (\$15.00/month)
Desktop/Laptop Care – <b>Advanced</b>	\$210.00 (\$35.00/month)	\$360.00 (\$30.00/month)
Server Care - <b>Advanced</b>	\$900.00 (\$150.00/month)	\$1,500.00 (\$125.00/month)

For as low as **\$15.00 per month/per system**, we can help you start managing your business systems and IT operations.

Additionally, if your business/organization have other network devices such as network firewalls, routers, switches, network printers, wireless access point, network attached storage, uninterrupted power supply or any other network device that is important for your IT operation, we can also manage those devices and provide you with on-going monitoring, remote troubleshooting and configuration changes support for those devices. The fees for this optional network device support are shown below:

Network Managed Device Type	Per Device Charge
Managed Switches, UPS, Network Printers, IP Phones, IP Cameras	\$5.00 / month / device
Routers, Firewalls, NAS, VOIP PBX	\$10.00 / month / device
<i>Note: The minimum subscription length for Network Managed Device support plan is 12 months and some devices require a minimum of one active Server Care subscription in order to sign up for this support plan.</i>	

Please call our managed service specialist at (213) 637-8600, Option #2 for more information and start being productive with your business and IT operations.