

Monthly Support Options



VintageCare Limited

VintageCare Limited allows a client with a limited budget to obtain basic support each month for a fixed cost. Included are Server Monitoring and Desktop Maintenance. Server Monitoring consists of installing our monitoring agent on the server(s) and then notifying the client when there is a warning, error, or outage that is detected by our monitoring tools. VintageCare Limited also includes up to 4 hours of support. Unless otherwise directed by customer, Vintage will perform a 2 hour server maintenance checklist at the beginning of each month as well as verify and install Microsoft Patches. Server maintenance cannot be deferred for more than 2 consecutive months.

Each additional server adds 2 additional support hours that will be utilized for Server Maintenance and Patching unless otherwise directed by the customer. VintageCare Limited allows clients on a limited budget to control their monthly IT costs and set their own priorities.

Client Desktop Maintenance includes running scripts to improve performance and to reduce the probability of failures. Server Monitoring and Desktop Maintenance includes the ability of the help desk to have a remote connection to the client's network. This remote connection allows for service to occur quickly and easily.

Agents are required to be installed on all servers and systems. Please consult the IT Service Offering document for exact coverage and exclusions.

First Server	\$ 438/server/month
Additional Server(s)	\$ 278/server/month
Desktop Maintenance	\$ 19/system/month

Additional Options

Spam Filtering	\$ 30/month plus \$1.20/mailbox/month
Remote Backup Services	See Vintage Managed Backups

VintageCare Unlimited Network Maintenance With End User Options

The VintageCare Unlimited Network Maintenance with Client Maintenance Options requires the client to bring their network/server environment to minimum standards. This is detailed on the "Flat Rate and Unlimited Minimum Standards" page.

Once the network has been verified to have met the minimum standards, Vintage IT Services will be able to offer the VintageCare Unlimited Network Maintenance with Client Maintenance option. Unlimited remote and onsite Network Maintenance, and Server Maintenance are included. This includes servers, switches, firewalls, and other network equipment as well as monthly patches. Server maintenance checklists are completed twice per month, per server. Client options include Desktop Maintenance, Help Desk, Mobile Device Support and Onsite support.

Please consult the IT Service Offering document for exact coverage and exclusions.

First Server	\$ 727/server/month
Additional Server(s)	\$ 478/server/month

Desktop Options (Pick One)

Unlimited End-User Remote Help Desk	\$ 44/system/month
VintageCare Unlimited Desktops	\$ 59/system/month

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VintageCare IT Support	\$ 140 / User / Month
Data Storage	\$ 0.20 / GB / Month
VintageCare IT Support - OS	\$ 155 / User / Month
Data Storage	\$ 0.20 / GB / Month
VintageCare IT Support - NOEU	\$ 115 / User / Month
Data Storage	\$ 0.20 / GB / Month

Fees

Time & Material Rates – Any service work not covered under a monthly service plan

Helpdesk Services (Hourly Rate)	\$124.17
Systems Engineer	\$149.87 / hour
Network Engineer	\$166.99 / hour
Virtual Engineer	\$184.12 / hour
Security Engineer	\$192.68 / hour

Unlimited Minimum Standards

(Service Provider does not guarantee that client meets minimum standards)

1. All Servers with Microsoft Windows Operating Systems must be running on a Windows Server version covered by Microsoft's Mainstream or Extended Support, and have all of the latest Microsoft Service Packs and Critical Updates installed.
2. All Network hardware must be under manufacturer's warranty
3. All Desktop PCs and Notebooks/Laptops with Microsoft Windows Operating Systems must be running a Windows Desktop version covered by Microsoft's Mainstream or Extended Support, and have all of the latest Microsoft Service Packs and Critical Updates installed.
4. All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
5. The environment must be running Vintage provided Webroot SecureAnywhere on all Servers, Desktops, Notebooks/Laptops, and Email.
6. The environment must have a Vintage Provided Backup Solution; Manged BDR or Managed Cloud Backup.
7. The environment must have a currently licensed, Vendor-Supported Hardware Business Class Firewall between the Internal Network and the Internet and it must be configured other than the default setting.
8. Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption.
9. The environment must have an acceptable form of High-Speed Internet Access with Static IP's. Acceptable includes the ability to add and change "advanced" DNS records such as "reverse DNS" and "SPF".
10. The environment must contain at least one spare PC.
11. The environment must have sufficient UPS's to shut-down servers gracefully during a power failure.
12. The environment automatically scans and filters e-mail attachments and downloads before opening files.
13. The Client has promulgated a security policy and acceptable use policy to all employees and contractors.
14. The Client has a tested disaster recovery plan that includes recovery from data center disasters.
15. The environment has a plan in place to test and install security patches and upgrades within 30 days of availability, preferably within seven days.
16. The environment allows remote access to network only if it is via a VPN or equivalent system.
17. The Client always locks server rooms or otherwise limits access to authorized personnel.

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Excluded Services

(Additional fees will be incurred for all of the following regardless of service plan)

1. Parts, equipment or software not covered by vendor/manufacturer warranty or support.
2. The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
3. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
4. The cost to bring Client's environment up to minimum standards.
5. Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
6. Service and repair made necessary by the alteration or modification of equipment other than that authorized by Service Provider, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider.
7. Programming (modification of software (code) and program (software) maintenance unless as specified in Appendix B.
8. Training Services.

Fees

In determining the amount to be charged for computer services we will consider:

- The time and effort required, the base hourly rates of the technicians involved, the novelty and complexity of the issues presented, and the skill required to perform the computer services promptly;
- The fees customarily charged in the community for similar services and the value of the services to you;
- The time constraints imposed by you as our client and other circumstances, such as an emergency situation, or substantial disruption of other office business;
- The nature and longevity of our professional relationship with you;
- The experience, reputation and expertise of the technicians performing the services;
- The extent to which office procedures and systems have produced a high quality product efficiently.

Limitation of Liability

NEITHER PARTY HERETO SHALL HAVE ANY LIABILITY OR RESPONSIBILITY FOR ANY INDIRECT, INCIDENTAL, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES ARISING FROM LOSS OF PROFITS OR DATA), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VINTAGE'S LIABILITY FOR DAMAGES HEREUNDER SHALL NOT EXCEED MONIES PAID BY CLIENT FOR THE SERVICES UNDER THIS AGREEMENT IN ANY SINGLE CALENDAR MONTH.

Miscellaneous

1. Service Provider is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.
2. All service levels are "Best Effort" and measured in response times (NOT return to service) unless there is a specific written agreement in place between Service Provider and Client.