

CTC Tech Packages

A Cost Effective Solution for Information Technology Systems Support.

Whether your business is large or small, technology can be a competitive advantage or an expensive and frustrating challenge for you, your employees, and your clients. In time, if your technology platform does not meet the needs of your business and its clients, it can undermine the success of your company.

Some businesses manage their computer systems internally with a dedicated staff IT manager. Other businesses manage their computer systems via an administrative manager who also has technology responsibilities. In either case, the net fixed cost to your company can be significant. A dedicated IT manager is expensive according to a recent survey of CIOs from over 1,000 companies. The average salary for an IT manager today is \$57,346 with 42% of IT managers making more than \$60,000. In cases where an administrative manager is charged with upgrading and maintaining systems as part of a larger set of responsibilities, the manager may not be able to focus on his or her core business functions to the detriment of the firm.

Computer Technology Corporation, Inc. offers you a technology solution that is cost effective and allows your key employees to stay focused on their primary business responsibilities. Our CTC TechPacks allow you to outsource your systems administration and system support function with our company at a set monthly cost. We offer many levels of support to meet the specific needs of your business.

CTC TechPack

TechPacks are designed for companies with standard to advanced network environments. Techpacks include Microsoft Windows Server System, (Windows Server, Exchange Server, Microsoft SQL, IIS, etc.) Citrix MetaFrame, firewalls, and routers, as well as other product support and administration. Plans start as low as \$595.00 a month, which is significantly lower than our non-contract hourly rate.

By providing these fixed cost technology support packages to you, CTC makes projecting your technology expenses simpler and reduces the uncertainty associated with outsourcing technology support. The CTC TechPacks are structured to provide you support at cost levels well below our standard hourly charges and market rates. Our packages are designed to provide you with the scope of services that are typically associated with maintaining the performance of your network and systems platforms.



Your
one
stop
solution
for
technology
products
and
services

CTC Tech Packages

CTC TechPacks have 4 basic levels:

Level 1	\$595	8 Hours
Level 2	\$795	12 Hours
Level 3	\$1095	18 Hours
Level 4	\$1495	26 Hours

- Monthly contracts are month-to-month (30-day out clause)
- Hours over your contract level for a month are billed at your normal contract rate. (We don't penalize if you exceed your contract hours by changing to regular billing.)
- Hours expire at the end of each month.

Preventive Maintenance

Included with CTC TechPacks is monthly preventive maintenance. This visit is designed to keep your current infrastructure running at peak performance. Some of the work performed at the monthly preventive maintenance visits include, but are not limited to:

- Check service pack level**
- Check event viewer for problems**
- Check for hardware specific softpacks**
- Analyze HDD for fragmentation**
- Check virus software and DAT versions**
- Verify Windows Updates are current**
- Verify SUS is offering latest updates to client PC's**
- Check tape backup logs**

All preventive maintenance is included with all level TechPacks. No time is deducted from your plan for this service.

Preventive maintenance is probably the most overlooked yet vital variable in the success of your business. Isn't your data and security worth the attention?

CTC Tech Packages are a smart and cost effective way to purchase technology support for your company. If you are interested in the additional details and the scope of services provided under these plans contact us at 615-327-1780 or visit our website at <http://www.ctcnetworks.com/services/techpack.asp>.



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