



SILVER Service Plan
Servers - \$75/mo
Workstations - \$25/mo

Server & Network Maintenance - Remote

- a. Monitor & Maintain Server uptime
- b. Install software patches, service packs & other updates
- c. Monitor storage space and server components
- d. Detection & Remote repair of Server Performance
- e. Investigate any suspicious activity or unexpected software behavior
- f. Manage file & folder permissions.
- g. Maintain user accounts.
- h. Other Administrative functions

Remote Services

Assist users with most support issues via Advanced RMM software loaded on workstations, provided by TMH Technology Services. If issues cannot be resolved remotely, then On-Site service charges will be billed at a discounted rate of \$67.50/hr (25% discount) during Normal Business Hours and \$120/hr for After Hours and on Weekends.

Software

Service contract also covers Renewal and Maintaining Anti-virus software for all workstations.

Equipment

We also offer quality computer systems and networking equipment as needed. Quotes will be provided on a case by case basis.



GOLD Service Plan

Servers - \$100/mo

Workstations - \$45/mo

Initial Setup \$250

Server & Network Maintenance - Remote

- a. Monitor & Maintain Server uptime
- b. Install software patches, service packs & other updates
- c. Monitor storage space and server components
- d. Detection & Remote repair of Server Performance
- e. Investigate any suspicious activity or unexpected software behavior
- f. Manage file & folder permissions.
- g. Maintain user accounts.
- h. Other Administrative functions

Remote Services

Assist users with most support issues via Advanced RMM software loaded on workstations, provided by TMH Technology Services. If issues cannot be resolved remotely, then On-Site service charges will be billed at a discounted rate of \$67.50/hr (25% discount) during Normal Business Hours and \$120/hr for After Hours and on Weekends.

Software

This Service Plan also covers Renewal and Maintaining Anti-virus software for all workstations. Also covered is the Subscription for Office 365 for the workstations.

Hosting Services

Website and Email Services are provided at no additional cost. We handle your Domain Name registration, Unlimited Web Hosting and Unlimited email accounts.

Equipment

We also offer quality computer systems and networking equipment as needed. Quotes will be provided on a case by case basis.

On-Site Data Back up Services

TMH Technology Services will provide a 2 TB NAS Device to provide nightly Backup Services for quick access.

Off-Site Data Back-up Services

TMH Technology Services will provide 2 TB of off-site data storage and Remote Backup Services to be conducted 3 times weekly.



IT Service Agreement

PLATINUM Service Plan

Servers - \$125/mo

Workstations - \$75/mo

Initial Setup \$750

Server & Network Maintenance - Remote

- a. Monitor & Maintain Server uptime
- b. Install software patches, service packs & other updates
- c. Monitor storage space and server components
- d. Detection & Remote repair of Server Performance
- e. Investigate any suspicious activity or unexpected software behavior
- f. Manage file & folder permissions.
- g. Maintain user accounts.
- h. Other Administrative functions

Remote Services

Assist users with most support issues via Advanced RMM software loaded on workstations, provided by TMH Technology Services. If issues cannot be resolved remotely, then TMH Technology will come On-Site to repair such issues as part of this agreement.

Software

Service contract also covers Renewal and Maintaining Anti-virus software for all workstations. Also covered is the Subscription for Office 365 for the workstations.

Hosting Services

Website and Email Services are provided at no additional cost. We handle your Domain Name registration, Unlimited Web Hosting and Unlimited email accounts.

Equipment

We also offer quality computer systems and networking equipment as needed. Quotes will be provided on a case by case basis.

On-Site Data Backup Services

TMH Technology Services will provide a 4 TB NAS Device to provide nightly Backup Services for quick access.

Off-Site Data Back-up Services

TMH Technology Services will provide 4 TB of off-site data storage and Remote Backup Services to be conducted 3 times weekly.



Virtual Server Hosting

Virtual servers offer the efficiency and easy access of normal servers, but with the convenience and added security of being under our maintenance. The virtual servers operate under a secure, encrypted connection to a physical host server on-site within our location. The servers are accessible from wherever, with an internet connection, and by whoever the customer allows access to. The servers act as central workstations/data banks for the storing and accessing of files and programs, with options of limitations on who can access what. They offer an easy way for employees to organize and store files for others to access when needed, as well as use programs or get files others have kept stored within the server. The option of multiple users, which offer customized workstations and data drives per user, keeps things easily organizable and accessible by who or what needs to be seen per user.

They operate just as if you were sitting in front of the computer itself, without needing a physical PC and with the possibility for as many users and amount of data as needed. Virtual servers offer a secure way to have a central database/computer unit for your employees, without the needed maintenance on your end, as we handle any monitoring and work needed on the server.

We also offer various back up programs to help secure your data, with monthly, weekly, and daily options available via different services.

\$275 initial one-time set up fee.

Hosting Level - 5 User

25GB Space - \$100/mo
50GB Space - \$125/mo
75GB Space - \$150/mo
100GB Space - \$200/mo

Hosting Level - 6 to 10 Users

200GB Space - \$250/mo
300GB Space - \$300/mo
500GB Space - \$350/mo