



635 Bultman Dr.  
Sumter, SC 29150  
(803) 570-8440

## **MANAGED SERVICE AGREEMENT**

Monthly Retainer Fee: Contract retainer fee for one month is \$450  
Each additional location is \$250 per month  
On-site or Remote Service will be billed at \$50 per hour and is billed port-to-port  
Remote Access or Telephone Support (no charge for first 30 minutes)

### **SERVICE CONSIDERATIONS:**

This is a "service only" contract. Replacement parts will be provided at a discount, unless under manufacturer's warranty in which case there will be no charge for the parts. A "service only" contract allows you to upgrade your equipment as it becomes outdated, rather than maintaining outdated equipment.

### **REMOTE MONITORING SERVICES:**

#### **ATERA RMM\*:**

Computer Central uses Atera to manage the overall health and status of any computers or servers on service contract. We install Atera monitoring software on your server and workstations which automatically alerts us of any issues with your systems.

Atera also gives us the ability to create reports of any network devices, workstations, printers and servers. This information will help you maintain inventory control and budget for replacing outdated equipment.

Atera provides: RMM Software, Remote Access, IT Automations, Patch Management, Scripting, Ticketing, and Reporting.

#### **VAS SERVER (Vulnerability Assessment Scans)\*:**

Computer Central uses a VAS server to check your network for remote vulnerabilities and threats. Hack attempts are on the rise with hackers finding new vulnerabilities and exploits every day. We keep our VAS server up to date and run scans on all service contract networks monthly. In addition to detecting security vulnerabilities and threats our VAS scans also check for PCI Compliance as well as HIPAA Remote Access Compliance.

**SentinelOne EDR (\$5 per computer - required):** Computer Central requires that you have SentinelOne EDR on all servers and workstations under contract.

SentinelOne Control delivers multi-layered AI-powered endpoint protection, with Static AI pre-execution protection for known and unknown file-based malware, and Behavioral AI agent-side behavioral monitoring that covers any attack vector, including unknown exploits and bypass attempts of traditional anti-virus.

The Behavioral AI engine is built to detect and mitigate malicious code and scripts in documents and is capable of detecting fileless attacks and exploits. Lateral Movement uses Behavioral AI to discover attempts coming from another device over the network.

SentinelOne Control offers attack remediation, cleaning all artifacts of a malicious attempt, including registry, scheduled tasks and more, while Rollback Revert returns an endpoint its pre-infected state. Upon detection, SentinelOne can immediately stop lateral threat spread cold by disconnecting the infected endpoint from the network while still maintaining the agent's connection to the management console.

**DATA BACKUP, POWER BACKUP AND UPDATES\*:** We remotely monitor and perform daily backups of any servers. We perform full image backups of your server which allow us to restore the entire server to another computer or HYPER-V virtual server. We can also perform drive image backups of critical workstations upon request. These backups can be either local or cloud based depending on your needs and budget.

**CLOUD/HYBRID BACKUP:** (this requires an additional subscription fee) Our managed cloud backup offers these features:

1. 6 month of Cloud backups are maintained – allowing for a longer recovery period.
2. Local Speed Vault - keeps a local copy of your backup on a network storage device for quick file/folder recovery. (Requires either a NAS or external drive)
3. Standby Image - maintains a Hyper-V image of your server which can be mounted on any hyper-v compatible server for quicker system recovery in the case of a major disaster.

#### **OTHER SERVICES:**

**TELEPHONE AND REMOTE SUPPORT\*** - We install Splashtop on all service contract computers to provide telephone and remote access support. Upon request, we will provide you with your own Splashtop account which you can use to access your PCs remotely.

**NOTE:** We have added splashtop support for mobile phones and tablets. Just install the Splashtop On-Demand Support App on your mobile device.

**WEB HOSTING\*** - Your service contract includes Web hosting for one domain name. (Normal rate is \$250 per year)

**GUARANTEED RESPONSE TIMES - 24/7 SUPPORT 365 DAYS A YEAR\*** - We will respond to any service request within one hour by telephone. If it is determined to be a critical problem (work stoppage) we will be on-site in no more than four hours (far less in most cases). For service calls deemed non-critical we will be on-site within 24 hours (next business day), unless you request a particular date and time for our service call to be performed.

**DISASTER RECOVERY\*** - We will develop, implement and maintain a disaster recovery plan to suit your needs and budget. Usually this will include a drive imaging backup solution for your servers in conjunction with redundant server hardware. We know how important your business is and will do our best to protect your investment and data.

**COMPLETE COVERAGE\*** - not only will we cover your computer systems, we will also support all of your software applications thru use of your software company's tech support centers. Our goal in servicing your network is to be a "one stop" provider capable of handling every type of request or problem you might encounter. We will NEVER say "it's not our problem".

**CONSULTING SERVICES\*** – We will help you implement solutions that are cost effective and perfectly suited to your needs. We service a vast array of customers which have given us a unique perspective and broad knowledge base. We can consult with you on things such as hardware purchases, remote access computing, HYPER-V virtual computing, cloud computing, network infrastructure, point-of-sale systems and software implementation. We have had customers ask us who they should contact for help with a special project only to find out that we were able to handle their needs. There isn't much we haven't seen or done when it comes to business IT. Please make sure you take advantage of us as a valuable consulting resource.

**ONLINE HELP DESK\*** - As a service contract holder you will also have access to our online helpdesk. Besides providing you with a 24/7 means of submitting support requests it also offers advanced reporting. Upon request we can generate reports showing how often you are utilizing our services and how well we have performed.

**ENCRYPTED EMAIL** – Computer Central provides encrypted email service via Echoworx. We have found Echoworx to be the easiest to implement and use with an affordable price. You can send secure emails directly from Outlook or via any web browser. Cost for this service is \$72 per email account per year or \$6 per month.

#### **SERVICE RESTRICTIONS AND REQUIREMENTS:**

Unfortunately we cannot always provide hardware service on notebook computers since few parts are easily replaceable. However, we will obtain return authorizations from manufacturers or setup on-site repairs. This is also true for some model printers depending on brand and other warranty service restrictions imposed by the manufacturer.

NOTE: To maintain a network properly there are certain critical components that must be kept working and up-to-date. If a critical hardware or software component needs replaced or upgraded we will handle the problem immediately. For instance, if a UPS or its batteries go bad we may replace it without notifying you since there is no option and the problem poses a high risk.

## **SERVICE AGREEMENT**

Computer Central's Managed Service Agreement is a monthly service plan.

You are not required to sign anything and can cancel at any time.

We will invoice you on the 15<sup>th</sup> of each month in advance for the next month's services.

We will continue to invoice your company monthly until you send us a notification of cancellation via email.

If after reading and agreeing to the above provisions your company would like to initiate a service agreement with Computer Central, simply send an email as follows:

TO: [eric@computercentral.co](mailto:eric@computercentral.co)

SUBJECT: INITIATE MANAGED SERVICE AGREEMENT

BODY: Provide the following details:

COMPANY NAME:

ADDRESS:

PHONE:

EMAIL ADDRESS WHERE YOU WISH INVOICES SENT:

WOULD YOU PREFER TO PAY VIA ACH?

Your company will be invoiced on a continuing monthly basis. Any on-site or project service will be billed at \$50 per hour. Remote Assistance is \$50 per hour after the first 30 minutes.

**Account balance must be kept current to avoid a suspension of service (paid by the 1<sup>st</sup> of each month of service).**

NOTE: Monthly rates are subject to change. Please periodically review the current service agreement online at <http://computercentral.co> for changes to services offered and pricing.

## **CONTACT INFORMATION IN ORDER OF USAGE**

1. ONLINE HELPDESK: <http://helpdesk.computercentral.co>
2. PRIMARY SUPPORT NUMBER: Office (803) 570-8440 email: [helpdesk@computercentral.co](mailto:helpdesk@computercentral.co)
3. MOBILE: Eric (803) 316-7513

\* These services are included as part of your monthly retainer.