



## **Maverick Solutions**

is a trusted service provider specializing in all aspects of:

- *IT Consulting & Support Services*
- *Network Design, Installation, and Maintenance*
- *Computer Setup & Maintenance*
- *Computer and Peripheral Sales*
- *Software Licensing*
- *Wireless Networking*
- *Remote Access Solutions*
- *Off-site Back-up*
- *Domain Name Registration & Web/eMail Hosting Services*
- *Website Design and Maintenance*
- *Video Surveillance Systems*
- *Intercom and Access Systems*
- *Burglar & Fire Alarm Systems*
- *Telephone/Voicemail Systems*
- *Cable TV*
- *Voice over IP*
- *Automation Systems, including Lighting, Temperature, & Security*
- *Computer Networking Training or End-User Applications Training*

Our Consultants and Technicians proudly hold many certifications, including:

**Microsoft**  
**CERTIFIED**

*Learning  
Consultant*

**Microsoft**  
**CERTIFIED**

*IT Professional*

**Microsoft**  
**CERTIFIED**

*Systems Engineer  
SECURITY*

Microsoft®  
Small Business  
Specialist

For more information or to schedule a free consultation, please contact us at:

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**Phone:** 914/472-6862

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**MS MAVERICK SOLUTIONS**<sup>SM</sup>  
**www.MaverickSolutions.biz**

# **Managed Services Agreements**

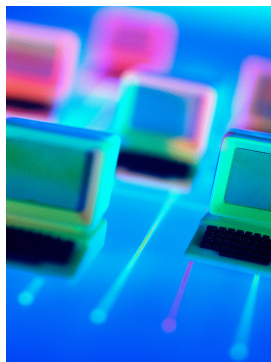


**Maverick Solutions**  
has a better way to  
budget for your  
IT expenses



# The Right Managed Services Agreement for Your Business & Budget

Computers are more than just machines - they are the lifeblood of your business. When they are working properly, you hardly think about them.



But when something's wrong, unexpected, costly repairs can overwhelm your IT budget. In today's fast-paced, globally competitive world, you can't afford to leave your system maintenance - or your expenses - to chance.

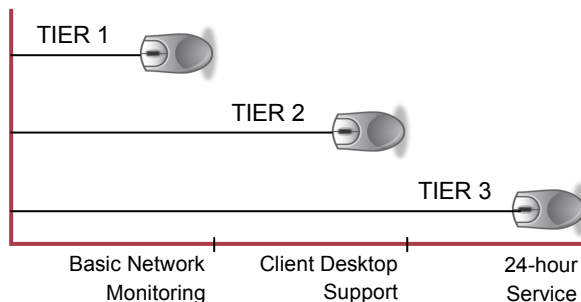
A **Managed Services Agreement** gives you better control of your IT expenses through...

- *Level Billing*
- *Proactive Maintenance*
- *Guaranteed Response Time*
  - ◊ *Telephone Support*
  - ◊ *Remote Connection*
  - ◊ *On-site Dispatch*

Many businesses, schools, and not-for-profits already trust us to maintain and support their networks, and now it's easier than ever to fit our services into your budget. Our service contracts cover basic network monitoring, upgrades, preventative maintenance, desktop support, and emergency coverage. Your contract will be tailored to fit your budget and priorities. You can choose the level of support that is right for your business.

A Managed Services Agreement from **Maverick Solutions** is the best way to keep your network running optimally and your expenses under control.

## Maintenance of Workstations & Servers



### **Tier 1**

Designed for clients that require minimal ongoing support for their computer networks, it covers basic network monitoring and updates/service packs for Windows, Java, Adobe Reader, Flash, Shockwave, and any software that participates in the Microsoft Update Service.

### **Tier 2**

Designed for clients that require more than just the basic services in Tier 1, it additionally covers client desktop support, such as computer setup, printer driver installation, application software installation & uninstallation, email client configuration, local file backup/restoral, and application end-user support.

### **Tier 3**

Designed to provide maximum support, it includes all of the services of the first two tiers, but is provided 24 hours per day, 7 days a week.

## Basic Maintenance of Internal Connections

This covers the complete infrastructure from the central distribution point out to each computer, including the network switch or hub, patch panel, cables, jacks, and wired NIC. *This can be contracted in conjunction with a Tier 1, 2, or 3 Managed Services Agreement or independently.*

## RATE SHEET

Effective January 1, 2009

### **Maintenance of Workstations & Servers**

#### **Tier 1 (Basic network monitoring & updates)**

Base Fee	\$90/month
Per Server	\$18/month
Per Client	\$9/month

#### **Tier 2 (Tier 1 + client desktop support)**

Base Fee	\$450/month
Per Server	\$45/month
Per Client	\$27/month

#### **Tier 3 (Tier 2 + 24hour/7day coverage)**

Base Fee	\$900/month
Per Server	\$45/month
Per Client	\$45/month

### **Basic Maintenance of Internal Connections**

Per UTP Cable Drop	\$2/month
Per 24-Port Hub	\$20/month
Per 24-Port Patch Panel	\$9/month

Work not covered by a managed service contract is billed at our hourly rate.

*Discount available for NFPs*

