



## National **24/7** IT Coverage!

### Maximum uptime for your network and business critical applications

Immediate visibility into your network and server applications performance couple with automatic alerts to prevent catastrophic crashes of your system. Spirinet is immediately alerted when your system and applications crosses set thresholds such as your server going down, memory reaching capacity, or a workstation consistently being overloaded

### Reliability, Security and Productivity

Maximize employee productivity and network uptime through routine maintenance and regular tuning. Scheduled updates for security patches, spyware removal, antivirus, spam protections and network security

### Live Access to Certified IT Professionals

You can reach your support team of IT professionals for all helpdesk issues as well as complex network problems 24x7

### EasyIT Service

Spirinet's EasyIT service provides small businesses like yours with a comprehensive solution that will allow you to concentrate more on growing your business and worry less about your IT. Through our well developed and proven methodologies, we help you get the most out of technology and provide your business with a competitive edge.

### Stay ahead of problems

Spirinet's EasyIT Service provides you with a peace of mind by having your IT operations safeguarded by a team of highly experienced engineers. With advanced network monitoring tools and remote management technology, we troubleshoot problems before they arise or elevate to a more critical state that might impact your business. Spirinet ensures that you have business continuity and are achieving maximum uptime for your IT assets.

### Complete IT staff, at your service when you need it

Your IT support team is always on call and at your disposal for problem resolution. You will have access to a dedicated team of support engineers for remote and onsite services should the need arise and they are just a phone call or email away. Spirinet understands that response times are critical and that's why we set our service level agreement to 30-minute response time to your call and assign an engineer to resolve your issue.

Certifications include:

Microsoft Certified Systems Engineer

Cisco Certified Network Professional

VMWare Certified Professional

**Microsoft®**  
**GOLD CERTIFIED**  
*Partner*

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A flexible and affordable IT service plan for small businesses

## *EasyIT Package from - \$399/month*

Includes the management of a single server and up to 5 PC's  
Each additional PC is charged at \$45/mo and each server is charged at \$199/mo

Spirinet's EasyIT Service plan accommodates small businesses that are seeking security and maintenance for their computing environments at an affordable cost. This unique plan offers all of the following services below:

### PC/Desktop Maintenance

Receive comprehensive preventative maintenance services for your computers that includes spam filter and anti-virus protection. Gain access to unlimited technical support 24x7

- 24/7 Help Desk Support
- Anti-virus software with automated updates
- Spyware and adware scanning and removal
- Automated patch assessment and updates
- Tracking of software and hardware assets

### On-Site and Project Services (On-Demand)

Access to certified IT professionals to solve complex problems or to integrate new technologies at all your business locations or home office

- On-site problem resolution
- Project Implementation
- New technology deployment & integration
- Pay per hour or project

### Hosted Services (Optional)

Take advantage of our cloud based hosted services

- Hosted Email \$9.99/user/month
- Hosted Applications (Office, Quickbooks + any other app)

### Complimentary Services

- On-going strategic IT planning and guidance
- Live Help Desk support 24x7
- Discounts on hardware and software
- Spam Filtering and Anti-Virus
- Disaster Recovery & Business Continuity Planning

### Server Maintenance

Ensure maximum uptime of your business-critical applications. 24x7 monitoring of your core applications, hardware thresholds, and overall system performance to ensure access to your files and applications are there when you need it

- Remote support for server and applications
- Security patch & service pack management
- Applications monitoring
- Event log monitoring
- Performance monitoring
- Automated data backup scheduling (up to 10GB/month basic online backup included)

