

Managed Services Guide

Managed Monthly Help Desk Services

First month includes:

- An onsite survey to catalog all hardware and software components
- Verification of Anti-Virus software and backup systems in use to ensure viability
 - if your current Anti-Virus software and/or backup system is not approved by Weiskopf Consulting, LLC, modifications will be requested (at the customer cost) to ensure continued support
- A check of your network
- Creation of restore points
- Backup images of all hard drives
- Installation and configuration of remote support software.

Help Desk Support Services Included in Monthly Services

- **Unlimited Telephone Support**
- **Unlimited Remote Support**
- Available to assist you 10 hours per day, 5 days each week, Monday through Friday, 8:00AM to 6:00PM CST.
 - Saturday support hours included.
 - Available 24/7 for Company Emergencies; extra charges may be incurred if situation is deemed not to be an emergency. This includes holidays (as defined by the federal government).
- Responses to Support Requests are handled within 15 minutes of their submission, during business hours. After hours requests, will be handled next business day, unless deemed an emergency.
- Remote access to your computer is required
 - You retain full control of your PC ‘at all times’ during the remote help session
 - You can end the session at any time
 - You can remain at your PC for the duration of the remote help session
 - If the situation cannot be fixed remotely, onsite emergency response is available within 4 hours
- Remote Monitoring of the Health of your hardware and software – 24x7x365
- Microsoft updates: verify and install
- Microsoft Office Products, such as adding a new email address to your Outlook program, mail merges, Excel spreadsheet issues and others
- Testing your Back Up data in a Disaster Recovery scenario.
- Assistance is also offered in choosing new hardware and software for your computer needs.
- Installation of hardware components (new or replacements purchase by client)
- Installation of new software (purchased by client).



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Items Resolution:

- Diagnosing and resolving PC Issues, such as removal of malicious software, slow computer and many, many more.
- Diagnosing and resolving Printer Issues, such as printers not installing correctly, printer not printing, Wi-Fi printing issues and many others.
- Diagnosing and resolving Network Connectivity Issues, such as Wi-Fi connections and more.
- We can diagnose and resolve most Windows 7, 8 and 10 issues, which may fall into the above categories.
- Assistance recovering deleted files from your approved Backup System.
- Optimize your Wired and Wi-Fi Network/PCs; this may include adding new network cables or Wireless Access Points.
- File Sharing Issues.
- Wireless Connectivity Issues.
- Mobile device email/wireless connectivity issues.

*Discounts on New Projects when under one of our Subscription plans

Your subscription plan will be priced per the normal devices and needs of your company. If there is something missing that you want us to support, let us know during the initial site survey.



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Monthly Managed Concierge Services

May include all or some of these options (depending upon your needs):

Online Brand Support

- Analyze your Current Brand
- Develop Plan to get your Brand on track and Cohesive
- Create Brand Plan

Online Marketing Support

- Develop Monthly Marketing Plan
 - Facebook Ads
 - PPC Ads
- Develop Email Marketing Plan
 - Create and Schedule Emails
 - Create AutoResponder Series
- Develop Social Media Plan
 - Facebook
 - LinkedIn
 - YouTube
 - Pinterest
- Analytics Follow up

Custom Weiskopf Consulting Applications Support

- Support for On-Going Access Databases

Social Media Support

- Analyze what platforms are best for your Business
- Develop Monthly Plan
- Create and Schedule Posts
- Analytics Follow-up

Help Desk

- Office 365
- VoIP Support
- Computer Questions

Website Support

- Updates on Content
- Updates on Graphic assets
- Connection with Social Media
- Lead generation

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Time & Material Support

Just what it sounds like, hourly charged fees for services.

This option lets you pay as you need. You are charged on an hourly basis when you need services by Phone/Chat/Remote or Onsite.

Services may include:

- PC Troubleshooting
- Networking Issues
- Website Needs
- Social Media Needs
- Custom Applications
- VIOP Solutions
- Education/Training
- Other Needs!