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24/7 Maintenance Plan

SuperGeeks 24/7 Maintenance Plan provides you with a variety of Security, Maintenance and Support tools from local technicians at a budget friendly flat monthly rate. Most of these services are provided remotely in the background so it doesn't interfere with your productivity.

01	Security
Antivirus and Virus Removal.	We install, maintain and monitor an industry leading Antivirus Product. We make sure your antivirus is up to date to protect you against current threats. Your computers will be scanned daily as well as providing you with "on access" protection for downloads and portable media. As there are no "bulletproof" Antivirus products, if a virus does manage to make it's way onto your computer, we will perform a thorough removal (up to and including a full operating system restore) at no additional cost.
Web Protection	Our powerful Web Filtering software has a "blacklist" of known malicious websites that contain phishing scams or infections. If a link is clicked that would lead to one of these sites, the connection will be blocked. Our Web Protection can also be customized on a per workstation basis to block additional categories such as social media, dating sites, job searches, etc. Specific websites can also be blocked or whitelisted.
Software Updates	Keeping all of your software up to date is paramount for a secure environment. We remotely monitor your computer and will "push" updates to your computer when they are available. This includes Windows Updates as well as updates for common software such as adobe, java, itunes, chrome, and much more.

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02		Maintenance
Tune Ups		Have a computer that is running slow? Give us a shout and we can remote in to perform a full tune up on the machine. We can also schedule a time to remote in overnight to perform this type of work so it doesn't interrupt your day.
Daily Monitoring		We monitor and maintain a list of more than 20 checks on the computer to make sure it is operating properly. These checks include things like your Print Spooler, Hard Drive Health, Available Drive Space, Important Windows Services, Critical Events, and much more. If we notice a problem we can usually take care of it in the background or we will call you to remote in.

03		Support
Remote Support		As a member of our 24/7 Maintenance Plan you receive unlimited remote support from our entire staff. This will never be outsourced. Remote support includes tune ups, virus removal, error message troubleshooting, general questions and much more. See below for items not covered.
Weekly Email Reports		You will receive an email every week detailing the status of every computer covered under the plan as well as tips on how to get the best out of your 24/7 Plan.
Monthly Check In Phone Calls		Many of our 24/7 Customers have problems, pop ups, error messages or just need a tune up, but they get busy and forget to tell us. We will call you once a month to check in with you and ask if you have had any issues and will offer to remote in to perform any requested work.

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04		Pricing	
Setup Fees		Our Setup process includes a thorough tune up (including virus removal if needed) to start the unit out with a clean slate. We then install our Remote Monitoring and Maintenance Software and configure it appropriately.	$99/hour on site. $99 per machine in shop.
Home and Personal Computers		Home and Personal computers are defined as a computer that is owned by an individual. Usually computers at the home, but can also be work computers owned by an individual and not a company. Examples; Desktop in the bedroom at your house. Laptop owned by a Realtor.	$29.99 per device, per month
Office Computers		Office Computers are defined as a computer that is owned by a company and is used by employees of said company. Examples; Reception Computer. Laptop owned by company and used by sales person.	$39.99 per device, per month
Servers		A server for this purpose would be defined as a server from the factory. A desktop computer configured as a file server does not meet this definition and would fall under one of the pricing structures above. Example; Dell PowerEdge Server.	$150 per device, per month
Macs		Mac Desktops and Laptops, whether Home or Office would fall under this rate.	$19.99 per device, per month.
Other Terms		All 24/7 Plans are, at minimum, a one year contract. All 24/7 Plans are auto drafted from debit/credit card or ACH draft each month. Transferring coverage from an existing computer to a new or replacement machine is covered under the plan. Additional terms can be found in the contract.	

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05		**24/7 Maintenance Plan Limitations**
Additional Devices		Any device that is not a computer on the plan will not be covered on the 24/7 Maintenance Plan. Any work requested on said devices will be billed at an additional per project cost. This includes but is not limited to; Printers, Routers, Switches, Cabling, and Computers that are not covered under this plan.
Service Calls		Service Calls to your location are not covered under this plan. Any work that must be performed on site will be billed at our normal service call rate of $99 per hour.
Hardware		No hardware costs are covered by this plan. Any requested repairs or upgrades that require the installation or replacement of parts will be billed at it's normal rate.
Backups		No backup service is included in this plan. We recommend Carbonite backup and can facilitate its installation and setup at an additional per project cost.
Proprietary Software		We can help with some errors on common software like Chrome, Internet Explorer and Office. Other software specific issues with programs such as Quickbooks, Adobe Products, CAD programs, Filemaker, Rapattoni etc. are not covered under this plan and are normally referred to the program's in house tech support team.
Limitation of After Hours Support		Our 24/7 Plan runs software updates, checks, virus scans and communicates that information to us 24/7, 365 days a year as long as the computer is connected to the internet. Remote support depends on the availability of technicians and after hours remote sessions are not a guarantee of this plan.

Give us a call if you have any questions or would like more information!

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