



Computer Repair
& Services

Service level agreements

A+ Computer Repair offers Service Level Agreements (SLA) to small and medium size businesses with anywhere from 3 to 200 computers. We offer 3 levels of SLA that provide different response times and various features. All of our SLA's are complimented with our IT management software that is constantly monitoring the health of your systems and allows us to quickly resolve issues often before they are even noticeable.

All of our SLA clients also gain access to our ticketing system which gives clients a quick and efficient way to notify us of any issues they are experiencing. Having an SLA will ensure priority service over non SLA clients, as well as ensure that all your IT resources are performing at their best, being kept up to date, secure and most importantly they won't let u down when it counts.

Optionally *Panda security's cloud protection* can also be added to each workstation providing Antivirus and firewall protection. A+ Computer Repair & Services can also provide guaranteed replacement time for critical components. Please examine the tables below for more details and pricing.





Computer Repair & Services

Support Service	Level 1	Level 2	Level 3
Phone or email acknowledgement *	1 Hour	2 Hours	4 Hours
Onsite assistance or remote assistance response time *	6 hours	24 hours	48 hours
System management software	Included	Included	Included
Monthly report	Included	Included	Included
IT & security audit	3 months	6 months	12 months
Loaner workstation available	Yes	No	No
After hours support	Assigned rate	1½ x Assigned rate	2x Assigned rate
Support or change request per workstation	3	2	1
Support or change request	Unlimited	2	1
Network & printer support	Unlimited	Unlimited	1 hour/ device
Update management	Weekly	By-Weekly	Monthly
Workstation maintenance	Weekly	By-Weekly	Monthly
Server maintenance	Weekly	Weekly	By-weekly

*During regular business hours (9am to 8pm Monday – Friday)

	Monthly cost based on a 24 month agreement			Monthly cost based on a 12 month agreement		
	1	2	3	1	2	3
Support level						
Cost per workstation	\$55.00	\$45.00	\$40.00	\$60.00	\$50.00	\$45.00
Cost per windows server	\$80.00	\$70.00	\$60.00	\$85.00	\$75.00	\$65.00
Cost per network printer	\$35.00	\$25.00	\$20.00	\$40.00	\$30.00	\$25.00
Cost per network device	\$160.00	\$125.00	\$110.00	\$175.00	\$150.00	\$125.00
Panda Security	Add \$4 per workstation					

