

PC Service Center Business Solutions

Managed Computer Services For Business



Reliable Computer And System Support Services

Services For Business

PC Service Center offers benefit packed solutions for businesses that need peak performance from their computing systems. Our seasoned technical staff knows your financial records, customer information and administrative materials are the heart of your business.

We are an agile, responsive business solutions provider. We know our business clients need results fast, and don't have time waste. Our business model allows us to respond quickly and efficiently to our clients needs.

With PC Service Center You Get

With PC Service Center's Best In Class Service

- Rapid response
- Flexible services plans
- Competent technicians
- Smart phone integration
- Reasonable pricing
- Software support
- Telephone and remote support



The Right Service Plan

Flexible Service Agreements

- Comprehensive Plan
- Server only
- Backup System Only
- Workstation Only
- Mix Backup and Server
- Scheduled Hourly
- Combination plans

Plan Name	Price	Features
Comprehensive Plan	\$1500	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery, Hardware Refresh
Server Only	\$800	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery
Backup System Only	\$400	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery
Workstation Only	\$400	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery
Mix Backup and Server	\$1200	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery
Scheduled Hourly	\$100	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery
Combination plans	\$1000	24/7 Support, On-site Service, Remote Support, Proactive Monitoring, Patch Management, Virus Protection, Backup, Disaster Recovery

The PC Service Center Advantage

Simple

Our service plans are simple, and easy to understand. There is no jargon, or complicated restrictions.

Competent

Expert technicians with the training and background to keep your system at peak performance.

Flexible Services

A variety of service plans to meet your business and system requirements. Choose a combination of services to fit your budget.

Telephone/Remote Support

PC Service Center support technicians are available via phone and chat for active clients.

Other Services

- Website development/programming*
- SEO Services*
- Custom programming*
- Laptop and Desktop repairs

Free Consultation:

For a free no-obligation assessment of your computing environment, and a service plan recommendation, contact us today.

PC Service Center
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* Website, programming and SEO services may be brokered based on client requirements or needs.

Service Plan Comparison – 2018

FEATURES	Quarterly - Non Contract	Quarterly Contract	Monthly Contract	Monthly - Premium
Technician Services				
Same Day Service	Mkt Rate	✓	✓	✓
Onsite Service (Per Quarter)	✓	✓	✓	✓
Remote Service	✓	✓	✓	✓
After Hours Service (After 6pm)	Mkt Rate	Mkt Rate	✓	✓
Weekend Service	Mkt Rate	Mkt Rate	✓	✓
Scheduled Onsite Services	Mkt Rate	✓	✓	✓
Products/Services				
Managed Anti-Virus	n/a	Per Station	Per Station	✓
Offsite Backup	n/a	✓	✓	✓
Cloud Filesharing (50GB)	n/a	✓	✓	✓
Cloud Filesharing (5 GB)	✓	n/a	n/a	n/a
Hosted E-mail	n/a	n/a	n/a	✓
Traffic Manager	n/a	n/a	✓	✓
Consulting/Training	Mkt Rate	Mkt Rate	✓	✓
Server (NAS, Cloud, Virtual)	n/a	n/a	n/a	✓**
In Shop Services/Printed Materials				
New Computer Setup	Mkt Rate	Mkt Rate	Disc. Rate	Disc. Rate
Virus Removal	Mkt Rate	✓	✓	✓
Data Transfer	Mkt Rate	✓	✓	✓
Software	Mkt Rate	Mkt Rate	Discounted Titles	Discounted Titles
Newsletter	✓	✓	✓	✓
Client Advisory	n/a	✓	✓	✓
Min Cost Per Term***:	2 Hrs Min.	680.00	520.00	1200.00

* As of 6/2017 PC Service Center market rate (Mkt Rate) is \$135/hr for onsite, and \$95/hour for remote services; After hours including weekends is \$175/hr;

** Servers are Installed based on need, and are business grade NAS/Cloud/HP or Dell Towers

*** Rates are determined based on the number of devices to be covered, and the displayed rate is the minimum for the package

PC Service Center - Business

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Discount: Successful law practices spend their time practicing law instead of fussing with time-destroying computer problems. That's why we've designed our services to keep computer and network troubles off your daily task list. Our most popular subscription plan uses a proven network management system to practically eliminate computer problems.

Whether your firm has 30 attorneys or just one attorney, a service plan that eliminates pesky computer troubles and minimizes downtime is important to a productive practice. And, with administrative tasks taking more and more time out of your day, the right plan will help you stay focused on the "right" priorities.

Our plans are custom to each client, but every plan includes these basic benefits:

**** Phone Service** - We answer our phone. If the tech isn't in the office, we'll return your phone call the same day. When we call, we'll leave a message. We won't treat you like a bad date!

**** Remote Service** - Get computer and network problems fixed quickly. This service is designed to get you the help you need fast! You don't have to wait for the next available appointment or schedule your repair 2 days out. No need to unplug the computer and bring it to our shop. Our remote service gets a technician working on the problem right away.

**** Anti-Virus Monitoring** - If you aren't using a business-grade anti-virus product, you may be giving hackers and viruses an advantage. Business-grade products have monitoring, alerts, and self-defense modes built-in as standard features. And, we put only business-grade anti-virus products in our service plans. Nothing less!

**** Cloud** - You're considering the cloud, but you're unsure if it's safe for your practice. Many of our clients were unsure about the cloud too. But, after exploring the possibilities in "side-by-side" trials, they're now using the cloud for data storage, software applications, and mobile access. We can show you how the cloud will benefit your office too.

**** Trusted Advice** - You want to go paperless ... You want to be able to access your case management software on the go ... You're bringing on a contract attorney ... You want to spend less time working on administrative tasks ... You want more business from your website ... If you think there might be a technology available that will make your business run smoother, there is. And, we'll guide you in the maze of choices, and help you achieve your goal..

These are basic benefits every subscription client enjoys. And, because you're a CCCBA member you're eligible for discounts on the service plan of your choice. Call us for more information about plan details, exact pricing, and your CCCBA discount.

Do You Have An Urgent Need That Must Be Fixed Now? We Can Help There Too ...

Rome is burning and you need help right away! Nearly anything electronic device can stop working at any time. As reliable as electronic devices are, they still have a tendency to "die", "go bad" or "crash" at the worst time. And at times like this, it's best to keep things simple.

Your CCCBA membership gives you an immediate 15% discount on the services you need to get up and running again. No need to pick and choose which service is going to solve the problem. We'll diagnose the problem, suggest a repair, then give you the CCCBA discount on the service that fixes the problem. Here are some services you might use:

- **Onsite Troubleshooting** - we'll figure out what to fix. If it takes a few minutes or an hour, as a CCCBA member you pay just \$80.75 for us to figure out what caused the problem. Non-CCCBA clients pay \$95.00 for a diagnostic only service call. But, if you have us fix it, your diagnostic is *FREE*.
- **Virus Removal** - scan and remove viruses from workstations and servers. \$259.99 for CCCBA members. The regular price is \$298.99 for non-CCCBA clients.
- **Non-Booting System** - This is a symptom of one or more problems. We'll figure out the cause and then suggest a repair to solve the issue(s) . Take 15% off our hourly rate, and add parts.
- **Network Problems** - Troubles with printing, staying connected to the internet, ultra slow booting computers and more. We'll figure out the cause and then suggest a repair to solve the issue(s) . Take 15% off our hourly rate and add parts .
- **Other Repairs and problems** - Take 15% off our hourly rate and add parts .

When you call for help, tell us what you're struggling with. If we diagnose the issue by telephone, we'll give you a time-and-materials cost estimate right there - less your 15% CCCBA discount.

We do our best to deliver same day service. All of our work is performed by experienced technicians and with a 100% money back guarantee. If you're not satisfied with our services for any reason we'll refund your money in full. Our hourly rate isn't published here because it's subject to change. Call (925) 609-8287 or send a message to info@pc-servicecenter.com for more information or to schedule an appointment for service.