

H₂H Small Business Support Plan (*SBSP*)

The H₂H Small Business Support Plan is designed to meet the unique needs of Small Businesses. Most Small Businesses rely on their computer systems for critical business processes, and yet can not afford full time, high level technical support. As a Small Businesses owner/manager, you need confidence that your systems will remain reliable, efficient and cost effective. Without your own technical staff, you also need a technical services provider that is responsive, with guaranteed response times for urgent needs.

The three major areas of focus for the H₂H SBSP:

- *Proactive maintenance* – monthly on site visits and weekly remote monitoring.
- *Responsive support* – robust remote support - many problems can be fixed without waiting for a technician to arrive on-site; guaranteed response times (4 & 8 hour) for urgent problems.
- *Business Systems Consulting* – we help keep you aware of new and changing technologies that can make your business more efficient and cost effective, and help you provide better service to your customers.

What's included?

For a single monthly fee, you receive, and we guarantee:

- A Monthly on-site visit (½ day or whole day, depending on your requirements).
- Weekly remote monitoring and reports for Backups and Antivirus.
- Reduced rates for additional support requirements.
- Reduced minimums for on-site and remote calls.
- Money back guarantee on response times.

What are the benefits?

- Proactive maintenance reduces unplanned outages.
- Proactive maintenance addresses constantly changing Security issues.
- SBSP customers receive a 10% discount on our standard rates.
- SBSP customers have reduced support time minimums (½hr on site and ¼hr remote, as opposed to 1 hr on site and ½hr remote standard minimums)

Details and advantages:

Proactive maintenance includes

- Weekly - remote monitoring of critical systems (tape backup and antivirus)
- Monthly – on-site visits include analysis of event logs, Server BIOS and software updates and security patches, and other non-urgent tasks, as determined by customer, such as Administrative training, Software installation/upgrades, end user support, etc.

Responsive support – we use the latest remote support technologies, allowing the broadest range of immediate response options. When an on-site visit is needed, you determine the urgency, and we offer a money back guarantee on our on-site response times.

Business Systems Consulting – monthly on-site visits allow us to be more aware of how your business runs, and how you use technology. Our experience with many customers in varied lines of business, and all major vendors, allows us to make recommendations that help you fully leverage the technology you already have, and consider new technologies with specific benefits to your business.