

SUPPORT FOR YOUR TEAM

GIVE YOUR TEAM ALL THE SUPPORT THEY NEED, SO THEY CAN FOCUS ON WHAT THEY DO BEST. OUR TEAM IS HERE TO CONQUER ANY PROBLEM.

"YellowWood has played a critical role in the firm's efforts to upgrade our network platform. We have always found them to be very knowledgeable and re-sponsive to our needs. [...]" John Hawke, C.O.O – Mcleod Law

MANAGED USER SERVICES

KEY BENEFITS:

- DECREASED SUPPORT COST
- REDUCED DOWNTIME
- INCREASED SECURITY
- DESKTOP PROTECTION
- ASSET MANAGEMENT
- UNLIMITED HELP DESK
- INCREASED TEAM PRODUCTIVITY

SERVICE OVERVIEW

YellowWood Managed User Support provides unlimited call-in access to our Service Desk during regular business hours. On-site visits are also at no extra charge, though some restrictions apply.

This support also monitors critical system performance and regular updates to operating systems and commonly used productivity software. Also included are industry leading anti-virus and web content filtering software.

Basically for one low price a month, all your end user's support needs will be covered by the YellowWood team and systems.

SERVICE FEATURES

- Monitor and Protect with Anti-Virus and Web Filtering
- Desktop Performance Monitoring and Tuning
- Remote and Onsite User Support
- Operating System updates, patches and fixes
- Site Documentation and Technology Management

SERVICE PLANS*

- Computer Guard
- Optimum User Support

** See reverse for plan support and services details. Setup fees may apply.*



YellowWood IT
TRUSTED TECHNOLOGY PARTNER



Focus on the things that Matter Most for your business, and let us take care of the rest.

MANAGED USER SUPPORT SERVICES

Computer Guard:	Optimum User Support:
\$10.00 / Win / month \$5.00 / Mac / month	\$90.00 / user / month

Features:	Computer Guard	Optimum User Support
Account Setup and Workstation Documentation	Quote	Quote
Workstation Monitor and Remote Access Agent	✓	✓
Workstation Anti-Virus Software Agent	✓	✓
Web Protection Software Agent	✓	✓
Monitor & Maintenance		
Monitor Web Protection Filters	✓	✓
Monitor Anti-Virus Protection & Updates	✓	✓
Desktop Monitoring	✓	✓
Perform Regular Remote System Maintenance	✓	✓
Support		
Onsite User Support	-	✓
Service Desk / Remote support	-	✓
Basic Server Administration	-	✓
Install Software Updates as Authorized by Customer	-	✓
Site Documentation	-	✓
Asset and Inventory Management	-	✓
Warranty and Software License Management	-	✓
Annual or Quarterly Review and Planning Meetings	-	✓