



PowerAssist Program

A Helping Hand

You know your network better than anybody and you do a great job managing your day-to-day IT operations. Your job is stressful, hectic and tough. Often your business doesn't even recognize the challenges you face and the contribution you make.

We can help. Our PowerAssist program provides you access to our award winning PowerWatch availability and performance management solution, as well as priority access to supplemental support services from our team of experienced, highly specialized engineers and technicians for a fraction of the cost of hiring an additional resource.

Services Provided:

- Access to PowerWatch
- Availability, Performance and predictive failure monitoring
- Collaborative notification profiles
- As needed access to supplemental support resources:
 - o Security
 - o Network
 - o Server
 - o Storage
- Reporting

Benefits:

- Dramatically improved efficiency of the MIS group by automated monitoring
- Comprehensive reporting capabilities
- Immediate incident detection
- Increased incident avoidance
- Cost effective access to specialized skills
- Cost effective access to supplemental skills
- Equalized monthly payments
- Monitoring to maintain workflow through device scheduling

An IT Partner *not* Provider

How often have you had to deal with service providers that treat you like a second priority don't provide the level and type of support you are looking for?

Through our PowerAssist program our system engineers collaborate *with* you to solve complex issues and provide the backup you need, when you need it. Our PowerWatch solution allows us to provide valuable data about your infrastructure and forces to resolve the issue.

- Defined areas of supplemental support (2nd and 3rd line points of escalation)
- After hours, weekend and vacation emergency support
- Helping you to provide the types of support, availability, incident and capacity reporting your business is looking for



"More than once, More Power Computers has worked with us to resolve imminent network issues much more effectively than we could have by ourselves. Having More Power on our team helps us deliver amazing IT services to our company."

Franco
Lee Manufacturing



Category	Power Assist
Network Monitoring	Pricing
File Server, Mail Server, Application Server	\$50 / device / month
Firewall	\$25 / device / month
Web Server, Data Server, Backup Server, VoIP Server	\$50 / device / month
Router, Switch (up to 48 ports)	\$15 / device / month
Desktop	\$5 / workstation / month
Network Printer	\$4 / printer / month
Network Support	
Discounted Remote Support	Remote network administration \$90 / hour
Discounted On-site Support	On-site network administration \$100 / hour (1.5 hour minimum)
Remote response	1 hour average response
Onsite response	4 hour average response
Helpdesk	
User helpdesk incidents	Incident-based user support \$40 per incident or \$75 per hour
Flat-rate helpdesk	Unlimited helpdesk support \$25 per user, monthly
Helpdesk response	1 hour average response
Additional Services	
Patch Management	Windows patch management \$9 / device / month
Spam and Virus Mail Filtering	\$4 / user / month
Security Services	Ask for quote
Remote Backup	Ask for quote
URL and Content Filtering	Ask for quote
Procurement Assistance	Ask for quote

Ask for a customized quote today!