



Server-Service Plans

REMOTE
SERVER
CARE

\$ 299

Per Server
per Month

FULL
SERVICE
SERVER
CARE

\$ 499

Per Server
per Month

We monitor your servers 24x7 for their availability and performance. Our experts carry out server checks and trend analysis on a 24x7 basis. We provide monitoring, analysis and troubleshooting of server issues. The plan includes unlimited M-F, 8x5 service desk phone and remote control support. We provide remote care of your server: server preventive maintenance, patch management, service pack installation, anti-virus management, spyware detection and removal, backup monitoring and administration.

All the services of our Remote Server Care plan plus normal business hours on-site support in the event we need to dispatch a technician on-site.

[details, next page](#)



Additional services such as server backup, network device monitoring, and emergency after hours on-site support are also available upon request.

Crystal Communications Managed Services provides an array of essential server management services on a flat rate subscription basis to small and medium sized businesses. We help you maximize your server & application uptime to keep productivity levels high. We also minimize the daily hassles involved with using and managing technology, so you can get on with your business.



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SERVER SERVICES AND PRICING



➔ Server Maintenance Service Plans Prices per server per month (US\$)

Remote Server Care	\$299
Full Service Server Care	\$499

➔ Services / Plan

	Remote Server Care	Full Service Server Care
24x7 monitoring	✓	✓
Escalation & basic fixes	✓	✓
Event log monitoring	✓	✓
Back-up log checks	✓	✓
Anti-virus log checks	✓	✓
Server Availability checks	✓	✓
Service Availability monitoring	✓	✓
Server health check and analysis of key trends	✓	✓
Patch Assessment & management	✓	✓
Service pack updates	✓	✓
Log maintenance (both OS and Exchange)	✓	✓
Virus definition & prevention	✓	✓
Server tuning & cleaning	✓	✓
M-F 8x5 phone & remote control support	✓	✓
On-site customer visit	✗	✓



CRYSTAL
COMMUNICATIONS

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