



THE BYTE DR. INC.

Service Contract Overview

The Byte Dr. Inc. provides traditional IT support & service contracts to small and medium sized businesses. A Service Contract is generally for a specific number of hours per month of computer maintenance and consulting services. In return for this commitment there is generally a reduction in the hourly rate. The number of hours per month is arrived at on a case by case basis, dependent on the individual needs of the client.

The Client and The Byte Dr. Inc., together, identify the specific needs of the organization. This determination is based on an initial audit of the client's equipment (performed by Byte Dr. Technicians) and the type of services requested by the client. Services typically include any combination of the following:

- **Hardware Maintenance**
 - Breakdown Repairs
 - System Upgrades & Installation of Peripherals
 - Scheduled Preventive Maintenance
 - Hardware Inventory Maintenance
- **Network Management and Support**
 - Server and Server Software Configuration & Support
 - User and Rights Management
 - Backup Management
 - Cabling & Network Hardware Maintenance
 - Workstation Configuration and Desktop Management
 - Security Management
 - Communications Configuration & Management (Internet, Fax, VPN, Remote Access, etc.)
- **Application Support**
 - Installation & Configuration of Applications
 - Standard Configuration Development and Maintenance
 - Application Server Setup, Maintenance and Support
 - Software Inventory and License Compliance Management
 - Patch and Upgrade Management
- **Website Services & Support**
 - Custom Website Creation and Web Hosting
 - Content Management and Update Service
 - E-Commerce Development and Support
 - Database Integration & Support
 - Intranet Development, Support and Management

Generally the number of hours will contain a mix of regularly scheduled services and a block of time for breakdown or unscheduled work. The latter component is arrived at by analyzing a combination of previous historical information and our experience in similarly configured environments. To book an appointment to discuss your needs contact us by phone or e-mail.