

Preventative Maintenance Contract

The purpose of preventative maintenance is to detect the signs of an impending problem and take the necessary action to prevent it *before it happens*. We accomplish this in two ways. First, we fully document each computer and its role on the network (both hardware and software) and keep it current. Second, we inspect each computer and peripheral device and correct any impending problems discovered.

Configurations unique to each machine may dictate additional steps, but these are the basic steps performed during the inspection phase of the preventative maintenance process:

Each PC (desktop and server):

Once per month:

- Check all system/event logs
- Clear the temporary files and check the available hard drive space
- Verify that all available critical updates and patches are installed
- Verify that the antivirus/antispyware software is updated and working
- Verify that all necessary files are being backed up
- Update the documentation

Once per quarter:

- Scan the hard drive(s) for errors
- Defrag the hard drive(s) if needed
- Verify that files can be restored from the backup

Each peripheral network device (firewall, router, switch, NAS, SAN, printer, etc.) is also inspected at least once per quarter. We look at its logs and check for critical updates.

Initially, we will need to be on-site and physically visit each device to document it and set it up for remote access. Afterward, we will perform these inspection steps behind the scenes - remotely (from our office) after normal business hours, with no interruption to your daily activities.

Included in the contract is unlimited remote support. This includes not only the time required to perform the preventative maintenance, but also the time required to correct any impending problems discovered. This also includes 24/7 help desk support. Should a question or problem arise which we can address remotely, we will do so immediately and without charge.

C&C Networks will also apply in the contract 5 hours of on-site support each month. Anything that requires a site visit from one of our technicians will deduct from this time. The vast majority of these visits are due to the installation of new hardware, mixed in



with a few rare occurrences of hardware failure. Any unused on-site hours roll over to the next month and accumulate until the end of your contract year, at which point they reset to zero.

With the preventative maintenance process, 24/7 help desk support, and 60 hours of on-site time per contract year, you are, in effect, hiring a full-time IT support staff for a fraction of the cost and without the added overhead. Our support staff is available 24/7, 365 days a year – no sick days, no vacations.