

KAPPA

COMPUTER SYSTEMS LLC
INTEGRATING YOUR BUSINESS FOR THE FUTURE

PC MANAGEMENT PLANS

Kappa provides a complete solution for supporting and managing the overall health of each computer in your company. Kappa's support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and Kappa ensures that this is possible around the clock.

We view ourselves as an extension of your business. Our goals are nothing short of a dramatic reduction in your total cost of technology ownership and a dramatic reduction in your technology-induced stress level.

Kappa offers PC Management in three plans that range from remote only support to full support, including on-site and discounts on afterhours support.



Kappa Computer Systems LLC.
600 S. North Lake Blvd.
Suite 260
Altamonte Springs, Fl 32701
Phone: 407-331-5921
Fax: 407-834-1363
E-mail: Support@KappaServices.com

PC MANAGEMENT

Basic

Pro

Premium

Complete

Monitoring

Network Monitoring / Alerts
Drive Space Monitoring
Service Availability Monitoring
Windows Error Monitoring / Alerts

✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓

Support

Online Case Management
Integrated Reporting
Unlimited Phone Support
Unlimited Email Support
Unlimited Remote Support
Unlimited On Site Support
Priority Response

✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	-	✓	✓

Maintenance

Automated Desktop Optimization and Management
Automated Maintenance Processes
VPN Client Management
Microsoft Patch Management
Unlimited Software Updates
Unlimited Software Upgrades

-	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	-	✓	✓

Security

Anti-Virus and Spyware Management
Automated Virus, Spyware and Adware Removal
Security Administration
Security Patch Management
Advanced Virus, Spyware and Adware Removal
Software Application Blocking
Network Policy Enforcement

✓	✓	✓	✓
✓	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	✓	✓

Software

Software Asset Management
Microsoft Application Support
3rd Party Application Support
Software Purchasing Advice
Software Purchasing Coordination
Software License Renewal Coordination

✓	✓	✓	✓
✓	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓
-	✓	✓	✓

Hardware

Hardware Asset Management
Hardware Purchasing Advice
Hardware Purchasing Coordination
Hardware Warranty Coordination
Installation of New Hardware
Software Migration on New Hardware
Hardware Warranty Replacement*

✓	✓	✓	✓
✓	✓	✓	✓
-	✓	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	-	✓

Add-Ons

Emergency After Hours Support	\$175	\$155	\$125	\$100
Handheld Support	-	\$5	\$3	Included
Anti-Virus, Spyware License	\$3.00	\$2.50	\$2.00	Included
Email Spam License	\$3.00	\$2.50	\$2.00	Included
Out of Scope Work Discount	5%	10%	15%	20%
Offsite Data Backup Discount	10%	15%	20%	25%

*Excludes Monitors, Printers and Peripherals