

InfoGuard Sentry Plans

Our comprehensive plans are easy to understand and can be modified to accommodate your needs.

MONITORING/MAINTENANCE PLANS	Basic	Premium	Max
Rate Discount	5%	15%	NA
Hourly Rate	\$123	\$110	NA
Price Per Device Monitored	Variable	Variable	Variable
Priority Scheduling	✓	✓	✓
Guaranteed 4 hour Response Time	✓	✓	✓
Locked in Emergency Rate	✓	✓	✓
Same Day Emergency service	✓	✓	✓
Remote Support	✓	✓	✓
Remote Control for End Users		✓	✓
PC MONITORING/MAINTENANCE			
Security Patch Management/Updates	✓	✓	✓
Defrag and Scan Disk	✓	✓	✓
Spyware Sweep	✓	✓	✓
Virus Sweep	✓	✓	✓
Virus & Spyware Management	✓	✓	✓
Internet Logs Cleared	✓	✓	✓
Check Free Space on Drives		✓	✓
Check Memory Use		✓	✓
Notification of System Malfunctions	✓	✓	✓
SERVER MONITORING/MAINTENANCE			
CPU Usage	✓	✓	✓
Free Space on Drives		✓	✓
Memory Usage		✓	✓
Server Malfunctions	✓	✓	✓
Anti-virus Updates	✓	✓	✓
Backup Performance	✓	✓	✓
Alert Notification	✓	✓	✓
NETWORK MONITORING			
Intruder Alert		✓	✓
Network Packet Speed		✓	✓
Failed Login Attempts		✓	✓
Internet Traffic Speed/Connectivity		✓	✓
Notification of Software Changes		✓	✓
Notification of Hardware Changes		✓	✓
MONTHLY REPORTING			
Computer System Health	✓	✓	✓
Detailed Reporting by PC & Server		✓	✓
Onsite Physical Maintenance Visits Per Quarter (backup checking, server cleaning)	1	3	3
PREPAID SUPPORT HOURS			
Discount for Buying Hours in Advanced	10%	20%	NA