



Now Offering Complete Server & Networking Support

- + Remote Server Administration
- + Network Monitoring & Analysis
- + Complete Reporting
- + Disaster Prevention
- + 5x8 System Management
- + 3 Levels of Service
- + Competitive Pricing

Call your sales representative today for more details on how you can protect your investment.



Creative Business Systems

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Tier 1: Remote Administration Only

Monitor hardware health (server hardware logs) and software health (software event logs)
Apply Operating System software updates, service packs, and patches (monthly)
Administer Virus scanner (update virus definitions & schedule scanning) & adware/spyware scanning (monthly)
Monitor system backup frequency & effectiveness
Defragment server disks as required (monthly)
Other available services charged at \$125/hr rate.

\$150 server/per month

Tier 2: Basic Onsite Coverage + Remote Admin**

All the tasks in Tier 1 and:
Site survey of hardware and environmental systems (1 per year)(make suggestions to comply w/ standards)
Network monitoring and administration.
Install other customer-provided software as requested.
Guaranteed coverage for 2 hardware or system software incidents per month (<4 hour response time and 6 hours total working time/month included).
Monthly hardware performance analysis (reporting only)
2 hours per month of vendor consulting time.
Other available services charged at \$125/hr rate.

\$550 server/per month

Tier 3: Complete Network Monitoring (The Works)**

All the tasks in Tier 2 & 3 and:
5 by 8 system management coverage (40 hours/week, <1 hour response time and 12 hours total working time/month included)
Disaster planning analysis (1 per year). (reporting only)
Capacity planning analysis (1 per year). (reporting only)
System Security analysis (1 per year). (reporting only)
Other available services charged at \$125/hr rate.

\$1000 server/per month

**coverage for all servers at a customer site must be purchased.

All three tiers require broadband unrestricted remote access. Tiers 2 & 3 require customer compliance with implemented procedures. Those procedures are HIPAA compliant and follow industry standards. Coverage for clients PC's are not included in these monthly costs and are billed on a lower hourly basis. Any cost(s) incurred by the need of new hardware or software for the client will be billed directly to the client. Failure to follow the guidelines set forth by CBS and those laid out in the contract will void said contract and any work done will be billed at an hourly rate (remotely and onsite).