



In most organizations, maintenance of desktop PCs is ignored, and machines are only attended to when they break, unfortunately the result of failing to maintain a PC is the same as failing to maintain any other piece of equipment, lowered reliability and increased employee frustration.

Even a company that has some kind of IT support agreement in place, almost always focuses on maintaining one or two servers with little, if any attention to the desktop. While server maintenance is a critical component of network management, once a server is up and running, if it has been correctly deployed, it should require little ongoing maintenance. Desktops on the other hand are continuously modified by the users, and under almost constant attack from Adware/Spyware and the ever present need to install software updates.

Spitfire's Zero Maintenance program was developed to address the need for desktop maintenance without the need for an in house "guru".

We take the time to explain to each user what we are doing, why we are doing it, We will not change anything on a users machine or ask them to follow a new procedure until they understand what we are doing and why. Most users are very receptive to positive suggestions that make their use of the computer more efficient and less frustrating.



#### NETWORK MANAGEMENT AND SECURITY

While desktop computers are the most visible portion of a computer system, today they are almost useless without reliable connections to local print and file servers, remote servers, and the internet.

With this connectivity comes a new set of problems that an organization must address to maintain productivity. A well maintained desktop environment will go along way to keeping things up and running. Making sure that network equipment like routers and firewalls are correctly configured will take that protection to the next level, both by preventing unauthorized connections to your systems from the outside and by offering control over the services that can be accessed internally.

With 15+ years of network design and installation experience, you can rely on Spitfire to provide solid, reliable and innovative solutions to network problems.

Data security does not stop with securing the network even with the best network security, hardware will fail, disasters will happen, and without good backup, you will lose data. Reliable backup is a must, but it is just as important to be able to access that backed up data quickly and to restore normal operation.

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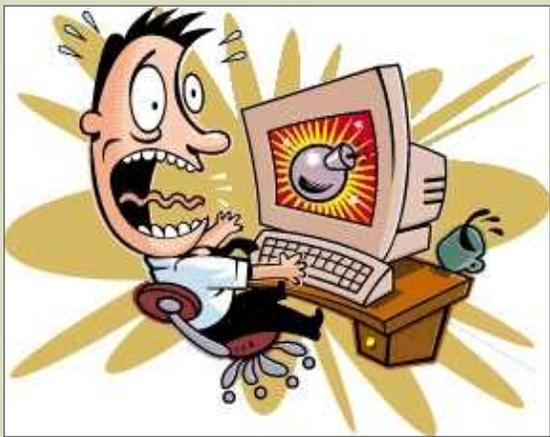
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# SPITFIRE

## COMPUTER SERVICES



SERVICE PROGRAMS



#### GUARANTEED PRICING

*No surprises! When you call Spitfire for service, we will do our best to provide you with a written quote for labor before we start work. Our labor charge will never exceed the quote, and if we complete the work in less time than we estimated, we will only bill you for the time used. Obviously in an emergency situation, we will get you up and running first and may not have time to provide a written quote.*

#### WINDOWS, MACINTOSH, LINUX ?

*We do them all, Spitfire is a truly cross platform support organization that can help you with almost anything you use, and we will tell you up front if your environment is outside our expertise.*

#### EXTRA CHARGES?

*There are no additional charges for support for remote users or for support and service on weekends. We do bill for travel time for support at locations more than 60 miles from your main office.*

# Our Service Programs

#### OPEN RATE

##### Program Description

This is the standard service program where Spitfire provides on site hardware and software support on a time and materials basis.

**Response time: 4-8 hours**

**Cost:** \$225.00 / Hour plus parts

#### PREPAID SUPPORT

##### Program Description

5 hour block of support hours, can be used for any IT services, these hours do not expire. You will receive a monthly statement showing hours used, the project they were used on and your remaining hours available.

**Response time: 4 Hours**

**Cost:** \$875.00 per 5 hour block.

#### MONTHLY RETAINER

##### Program Description

Like a traditional service program, Spitfire provides on site service, for a monthly fee that covers up to 4 hours labor, any additional time is billed at \$155.00 per hour for up to 4 additional hours at which point the charges are capped for the month and no additional hours are billed.

**Response time:** 2 hours for a machine down, 4 hours for non-emergency work

*Cost: Based on the number of machines covered and scope of work. For a typical (10 to 15 Machines) small office environment a typical contract would have a monthly minimum of \$550.00 and maximum of \$970.00.*

## Other Services

#### IP PBX SYSTEMS

Simple enough for the 5 person office and feature-rich enough for the 100 person office. Our solution allows clients to arrange any combination of analog or IP phones in their office, or at remote sites.

#### WINDOWS TO LINUX MIGRATION

##### *Time to consider options?*

Alternatives to Microsoft Windows® have become more and more viable. There has been explosive growth in the use of LINUX in recent years, and for all the claims and counter claims, the only reason that any one undertakes that kind of change is to have a positive impact on the bottom line. Talk to us about how this might work for you.

#### OFFSITE BACKUP

##### *Spitfire's Offsite Backup Programs offers:*

- Transparent Installation
- Fast Daily Backup
- No Setup fee
- Low Monthly cost
- Your Data is on **Your** drive that can be delivered to you quickly with one phone call
- Daily Monitoring