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BRONZE SUPPORT PLAN



Bronze provides desktop and help-desk support suitable for organizations that still want to manage their own servers, active directory, security, IT strategy and networking demands. Advance2000 helps provide front-line, level 1 support to the organization's end users so that IT personnel can focus on core infrastructure and management.

The following table summarizes the services covered by the Bronze Support Plan[1]:

Bronze Support Remote Helpdesk Support, 24x7 Toll-free Telephone support	• Desktop Support, including desktop hardware[2], operating system, internet browser, and Microsoft Office application support • Desktop Printer Support • Connectivity support

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SILVER SUPPORT PLAN



Silver is for those who need help with their desktops, help-desk and server support while they manage their own active directory, security, IT strategy and networking. Advance2000 provides day-to-day support of desktop and server systems, including maintenance and monitoring, freeing up IT personnel to focus on general IT management and strategy.

The following table summarizes the services covered by the Silver Support Plan[3]:

Silver Support Remote Helpdesk Support, 24x7 Toll-free Telephone support	• Desktop Support, including desktop hardware[4], operating system, internet browser, and Microsoft Office application support • Desktop Printer Support • Connectivity support • Server support, including server hardware[2], operating system and hypervisor, file/print server support, Windows server role support and management, and availability • Updates/Patch management for desktops and servers • Monitoring of IT resources • Monthly environment maintenance activities • Backup and restore support for Advance2000-provided backup services

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GOLD SUPPORT PLAN



Gold provides full IT management covering the entire IT spectrum including strategy, with Gold we take care of all your IT needs while you focus on growing your business.

The following table details the areas covered for the Gold Support Plan[5]:

Gold Support Remote Helpdesk Support, 24x7 Toll-free Telephone support	• Desktop Support and management, including desktop hardware[6], operating system, internet browser, and Microsoft Office application support • Desktop Printer Support • Connectivity support • Server support and management, including server hardware[2], operating system and hypervisor, Windows server role support and management, and availability • Updates/Patch management for desktops and servers • Backup and restore support for Advance2000-provided backup services • 3rd party application support[7] • Antivirus support including virus removal and recovery • Office365 services support (If provided and managed by Advance2000) • Network infrastructure support and management • Monitoring of IT resources • Monthly environment maintenance activities • Compliance and licensing assistance • Strategic advisory services