



ParksideTech LLC
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Base Managed IT Plans

Features	Plan 0	Plan 1	Plan 2	Plan 3	Plan 4
Access to a Team of IT Professionals	✓	✓	✓	✓	✓
Help Desk & Ticketing System	✓	✓	✓	✓	✓
Desktop / Laptop / Mobile Management	✓	✓	✓	✓	✓
Remote Management of Device(s)	✓	✓	✓	✓	✓
Documentation (Processes / Procedures)	-	✓	✓	✓	✓
Network Management (Wi-Fi, Switches, Wiring, Firewalls, IDS, VPN)	-	✓	✓	✓	✓
Hardware / Software Acquisition	-	✓	✓	✓	✓
Server Patch Management	-	✓	✓	✓	✓
Server Backup Monitoring / Management	-	✓	✓	✓	✓
Server Monitoring	-	✓	✓	✓	✓
Active Directory / Access Management	-	✓	✓	✓	✓
Asset Tracking	-	-	-	✓	✓
Exchange Monitoring / Management	-	-	-	-	✓
Cloud Monitoring / Management	-	-	-	-	✓
Database Performance Tuning	-	-	-	-	-
Database Monitoring / Management	-	-	-	-	-
Servers (Physical, VM or Cloud Instance)	0	1	3	5	10
Included Monthly Business Hours	2	4	6	8	10
Unlimited Employees	✓	✓	✓	✓	✓

Included Monthly Business Hours

Each plan offers a number of included hours ParksideTech will use for the monthly tasks associated with the Plan you're on. For example, if you have a Plan 3 and it takes 3 hours a month to perform the monthly desktop and server updates for your business, those 3 hours are deducted from the 10 hours included with your Plan 3. Any remaining hours beyond those used for the monthly tasks can be used for other projects, for any issues that arise and more. Any hours needed beyond the included Monthly Business Hours are billed per the Additional Fees listed below.

Additional Fees

Once you reach the number of Included Monthly Business Hours for your Plan, any additional hours needed to complete any new or existing tasks are billed at a standard hourly rate. All hourly fees include travel time.



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Business Hours Support: \$125/hour
After Hours Support: \$175/hour
Emergency/Holiday Support: \$350/hour

- Business Hours Support is billed in 15-minute increments.
- After Hours, Emergency and Holiday Support are billed in 1-hour increments.
- All hourly support includes travel time.

Response Times

Business Hours, After-Hours and Holiday Support offer a maximum 1-hour initial response time.

Emergency Support offers a 30-minute maximum initial response time.

Monthly server work included with the Monthly Plans is based on remote management. If onsite service is necessary, or if remote management is not possible, the Business Hours Support rate will be used.