



## PC/MAC Management

Logical Net provides a complete solution for supporting and managing the overall health of each computer in your company. The Logical Net support plans ensure that your computers are functioning properly, protected and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and Logical Net ensures that is possible around the clock.

PC/MAC Management ** delivered 8 am—5 pm (M-F) unless noted otherwise	Basic Plan	Premium Plan
<b>SUPPORT</b>		
On-Site Support Available	X	X
Phone Support **	X	X
Remote Control Support **	X	X
Microsoft Application Support	X	X
Emergency After Hours Support (5pm—8 am M-F, Sat/Sun)		X <small>onsite avail—see price list</small>
Mobile Device Support *		X
<b>MAINTENANCE</b>		
Online Asset Management	X	X
Online Case Management– Trouble Ticket Resolution	X	X
Online License Management	X	X
Automated Desktop Optimization & Management	X	X
Automated Spyware & Adware Removal		X
3rd Party Vendor Management		X
Back Up Monitoring & Administration		X
<b>SECURITY</b>		
Anti-virus/Spam Software Management		X
Software Patch Management		X
Anti-Virus/Spam License		X

\*We do not support Palm OS

\*Premium includes one mobile device for each managed PC

All PC's must meet the Logical Net's healthy requirements

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PC/MAC Management  
for All Your Business  
Needs

Basic—Provides live support to Microsoft Windows & Office, email, 3rd party applications and software and Internet connectivity. Our basic plan ensures that all of your desktops receive recommended maintenance and security.

Premium—Includes remote control, on-site support and handheld device support along with an anti-virus license with the added security of the management of your server(s), PC's, back-up and disaster recovery.

For more information  
Visit us at  
[www.logical.net](http://www.logical.net)