



# U. S. COMPUTER CONNECTION

U.S. Computer Connection  
456 Glenbrook Road  
Stamford, CT 06906  
203-356-0444

[www.uscomputerconnection.com](http://www.uscomputerconnection.com)

	No Plan	PCP	PCPE
<b>Proactive Monitoring</b>			
<i>24/7 Network Monitoring</i>	No	O	O
<i>Server Alert Notification and Escalation</i>	No	O	O
<i>Disk Health Monitoring</i>	No	O	O
<i>Security Patch Management and Deployment</i>	No	O	O
<i>Availability Status and Notification</i>	No	O	O
<i>Warranty and Licensing Monitoring</i>	No	O	O
<i>Domain Name Monitoring</i>	No	O	O
<i>LogMeIn License for Remote Access</i>	No	O	O
<i>Desktop Spyware Protection</i>	No	O	O
<i>Server Performance Trending</i>	No	O	O
<i>Asset Inventory and Reporting</i>	No	O	O
<i>Backup Monitoring</i>	No	O	O
<i>Client Portal</i>	No	O	O
<b>Business Consulting</b>			
<i>Monthly Network Health Reporting</i>	No	O	O
<i>Annual Technology Plan (Business Needs Assessment)</i>	No	O	O
<b>Advanced Security Features</b>			
<i>MX Logic - Anti SPAM and Active Message Continuity</i>	No	Additional Cost	O
<i>Network-wide Antivirus Protection</i>	No	Additional Cost	O
<i>Security and Vulnerability Analysis Scanning</i>	No	Additional Cost	O
<i>Email Flow Monitoring</i>	No	Additional Cost	O
<b>Support</b>			
<i>Remote Support (Business Hours: M-F 8:30am - 5:30pm EST)</i>	T&M	T&M	O
<i>Onsite Support (Business Hours: M-F 8:30am - 5:30pm EST)</i>	T&M	T&M	O
<i>Onsite Support (After Hours: 5:30pm - 8:30am EST)</i>	T&M	T&M	T&M
<i>Same-day Guaranteed Response on Critical Issues</i>	No Guarantee	8 Hour SLA	4 Hour SLA
<i>Discount on base rates for T&amp;M work performed outside PCP Coverage</i>	No	No	O
<i>Implementation* (Projects)</i>	T&M or Fixed Fee	T&M or Fixed Fee	T&M or Fixed Fee