



**SUPPORT
PLANS -
OVERVIEW**

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SUPPORT DESK PLANS BY 1CS

Entrust 1CS with your company's support needs and reap the benefits. The foundation of our IT support services are rooted in a dedicated support department which only provides support related services, to ensure your business gets a fast response at a reasonable price. Utilize our ticketing system or speak with someone over the phone whom you are familiar with. With dedicated support staff and support plans designed and priced for SMBs, we are confident that one of our plans will be able to provide your business with a support plan that fits your needs and keeps your business moving forward.

WHY SUPPORT "PLAN" FROM 1CS?



Priority Response



Competitive Pricing



Dedicated Staff



Onsite or Remote



Peace of Mind



Reduce Costs



Decrease Downtime



Increase Productivity

WHO IS 1CS?

1CS is an independent boutique IT consulting firm and managed service provider dedicated to finding IT solutions for small to medium sized businesses. We like to take the time to meet with our clients, under normal circumstances at their place of business, to understand what their technology needs are. Then, we help them develop a technology solution that meets their requirements, and implement the solution needed to accomplish their technology goals while providing ongoing support. We eliminate the need for our clients to hire dedicated IT staff saving our clients money and valuable time. Unlike other IT service companies, we go the extra mile and tailor our solutions to best suit our client's needs. We pride ourselves on the relationships we've built over the years, many of our clients continue to work with us because of our excellent customer service, our integrity and authenticity.

PLAN 1 - PREPAID

PREPAID PLAN BASICS:

- Pre-pay any amount of \$400 or more for 3 consecutive months
- Receive a 20% discount off regular rates
- Example: get \$500/month of IT support for \$400/month
- Save 20% on IT services when you pre-pay

PREPAID PLAN DETAILS:

- Once the pre-paid amount is used up, pay regular rates
- Carry forward unused prepaid amounts for 1 month
- Monthly reporting upon request
- Secure documentation of mission critical information
- Cancellation upon 30 days notice prior to renewal

WHAT IS NOT COVERED?

- Cabling services
- Advanced cyber security services
- Development services
- Project services
- Purchases of hardware/software

RECURRING CHARGES:

- Monthly fee: Your chosen amount of \$400 or more



Supporting devices, networks, applications and people – count on ICS to keep your business moving forward with our Prepaid Support Plan.

See rates below.

PLAN 1 - PREPAID

REGULAR RATES:

BETWEEN THE HOURS OF 9:00AM TO 5:00PM EST, MONDAY TO FRIDAY (“BUSINESS HOURS”):

1 TECHNICIAN	Hourly Rates	Increment	Minimum
Onsite Service	\$120	1/2 Hour	1 Hour
Remote Service	\$100	1/4 Hour	1/4 Hour
Phone Services	\$125	1 Hour	1 Hour
Website Services	\$125	1/4 Hour	1/4 Hour
Subject Expert	\$150	1 Hour	1 Hour
Travel	Varies	Varies	None

2 TECHNICIANS	Hourly Rates	Increment	Minimum
Onsite Service	\$200	1/2 Hour	1 Hour
Remote Service	\$167	1/4 Hour	1/4 Hour
Phone Services	\$250	1 Hour	1 Hour
Subject Expert	\$300	1 Hour	1 Hour
Travel	Varies	Varies	None

AFTER BUSINESS HOURS (BY APPOINTMENT):

1 TECHNICIAN	Hourly Rates	Increment	Minimum
Onsite Service	\$150	1/2 Hour	1 Hour
Remote Service	\$125	1/4 Hour	1/4 Hour
Phone Services	\$150	1 Hour	1 Hour
Website Services	\$150	1/4 Hour	1/4 Hour
Subject Expert	\$175	1 Hour	1 Hour
Travel	Varies	Varies	None

2 TECHNICIANS	Hourly Rates	Increment	Minimum
Onsite Service	\$250	1/2 Hour	1 Hour
Remote Service	\$200	1/4 Hour	1/4 Hour
Phone Services	\$300	1 Hour	1 Hour
Subject Expert	\$350	1 Hour	1 Hour
Travel	Varies	Varies	None

PLAN 1 - PREPAID

WHO IS THIS PLAN SUITABLE FOR?

The prepaid support plan is designed for small and medium sized businesses who require ongoing end-user support for their staff combined with infrastructure related support for their office. It aims to satisfy SMB's who want their requests responded to quickly for a reasonable price with little commitment.

The plan permits unused prepaid amounts to be carried forward for 1 month to accommodate SMB's whose support needs are more sporadic. It also allows managers to scale up the plan during busy times by adding additional prepaid increments and then scale back down when necessary. Monthly payments provide businesses with some level of budget consistency but is subject to overages.

VALUE PROPOSITION

As an example, a \$400/month prepaid support plan will provide \$500 worth of support services on a monthly basis. The above discount represents a savings of 20% per month. Over time, the savings adds up. During one single year, this prepaid plan excluding overages would cost \$4,800 but be entitled to receive \$6,000 worth of support services. Under this scenario, your business would save \$1,200 over the course of the year. Over 4 years that works out to a \$4,800 savings, which pays for an entire year of the prepaid support plan.

PLAN 2 - USERS

USERS PLAN BASICS:

- \$99/month/user up to 49 users
- Custom pricing for 50 users or more
- Quarterly commitment
- Monthly payments
- Priority response times
- Project services by quote
- Purchase hardware or software by quote
- Subject to 1CS's agreement

USERS PLAN DETAILS:

- Unlimited end-user support
- 10 user minimum, support for specific users
- Includes user workstation monitoring and proactive maintenance
- Includes user workstation anti-virus/anti-malware protection
- Includes user workstation backup (100GB), files, folder & system state
- Secure documentation of critical end-user information
- Cancellation upon 30 days notice prior to renewal
- Only for supporting specific users on their workstations & mobile device
- Plan can be further customized to include other subscriptions

WHAT IS NOT COVERED?

- Cabling services
- Cyber security services
- Development services
- Infrastructure services
- Project services
- Purchases of hardware/software



Supporting individual users on their personal devices – count on 1CS to keep your employees working with our User Support Plan.

PLAN 2 - USERS

WHO IS THIS PLAN SUITABLE FOR?

The user support plan is designed for small and medium sized businesses who require ongoing end-user support for their staff and some level of protection for each user workstation but who do not require ongoing infrastructure related support for their office. It aims to satisfy SMB's who want their employees responded to quickly and their workstations protected with little commitment for a flat monthly fee per user.

VALUE PROPOSITION

Flat monthly payments per user allow businesses to accurately forecast and budget IT expenses into the future. If you don't want to incur unpredictable user related support costs this plan provides predictability. In addition to predictable monthly payments this plan protects each user by monitoring their workstation and ensuring it runs smoothly, protecting it with anti-virus and a cloud backup of workstation data and system.



PLAN 3 - CUSTOM

CUSTOM PLAN BASICS:

- Tell us your requirements
- We propose a customized plan based on your requirements
- Purchase hardware or software by quote
- Subject to ICS's agreement

CUSTOM PLAN DETAILS:

- To be determined

WHO IS THIS PLAN SUITABLE FOR?

A customized support plan is suitable for small and medium sized businesses who have recurring support needs and for whatever reason want a tailored solution which more closely aligned with the substance and cycle of their need. SMB's who want to outsource planned service functions such as for example frequent on-boarding/off-boarding of staff often opt for a customized support plan.

VALUE PROPOSITION

Tailored solution better fitting unique needs.



Supporting businesses with planned service functions and specialized requirements – count on ICS to provide a customized support solution just for your business.

PAY AS YOU GO

BASICS:

- Pay as you go
- No commitment
- Weekly billings
- No priority response times
- Project services by quote
- Purchase hardware or software by quote
- Subject to ICS's agreement

DETAILS:

- See pay-as-you-go pricing on chart within plan 1
- No extras

WHO IS THIS SUITABLE FOR?

Suitable for small and medium sized businesses whose support requests are infrequent, who do not want to make a commitment and are happy to pay regular rates to avoid recurring charges.

VALUE PROPOSITION

No commitment.



Supporting individual users and office infrastructure – count on ICS to keep your business supported.

ADD-ONS



MICROSOFT 365/OFFICE 365

Microsoft 365/Office 365 workplace productivity subscriptions include the adding and removing of user accounts.



GOOGLE WORKPLACE/GSUITE

Google Workplace/GSuite workplace productivity subscriptions include the adding and removing of user accounts.



VoIP/CLOUD PBX PHONE SERVICE

VoIP/Cloud PBX Phone Service subscriptions include IVR auto-attendant feature and full assistance setting it up.



ANTI-VIRUS/ANTI-MALWARE

Anti-virus/Anti-malware subscriptions for workstations or servers, Managed if protected device is being monitored.



MONITORING

Monitoring, proactive maintenance and increased level of management for additional workstations and servers.



CLOUD BACKUPS

Cloud backup and disaster recovery for workstations, SharePoint, Microsoft 365/GSuite users or additional servers.



BUSINESS CONINUIITY

Add the use of a virtual server to your cloud backup to improve on recovery time by operating from the cloud if you need to.



REMOTE ACCESS

Remote Access allowing individual staff members to access their work computer from home or elsewhere.



EMAIL PROTECTION

Advanced email protection including security awareness training, spam filtering and other protective measures for email users.



A leader in providing Proactive Technology Management to small and medium sized businesses across the GTA and Simcoe Region since 2013. We pride ourselves on finding solutions to information technology challenges.

Deal with one reliable partner for all IT matters!

Designed and priced for SMBs

GET IN TOUCH

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