Computer and Network Systems
Service Level Agreement (SLA)

Managed services is a great tool to allow FlexTech to provide a monitored and proactive approach to assessing your computer and network needs. The software we use will send us an e-mail in the event of an error so we can address it promptly rather than wait for it to cause other issues within your system. Subscription to our managed services allows us to provide the following:

- Update Windows and Mac patches
- Update Microsoft Office patches
- Update Adobe patches
- Update Java patches
- Automated maintenance
- Automated monitoring
- Asset tracking
- Mobile device management
- Service desk
- Remote access
- Monitor error logs
- * Guaranteed Malware protection and monitoring
- * Web filtering
- * HIPAA compliant online backup
- *Password Management
- *Online Backup

* Additional Charge

We will be adding additional features and solutions in the future at minimal costs to provide a complete umbrella of service and protection across your entire infrastructure. You can choose which options and features you would like to subscribe to and are never obligated to long term contracts or features you do not want.

This agreement is for services provided as described below.

Option 1 – Monitoring/Automated Maintenance Only (no labor included)

- $25/month for workstations
- $50/month for servers
- $10/month for mobile devices
- $125/hour for remote labor
- $150/hour for onsite labor
- $10/device for malware protection per month
- $10/user for password management

Option 2 – Includes all of Tier 1 + Free Remote Access*

- $50/month for workstations
- $100/month for servers
- $7.50/month for mobile devices
- $100/hour for excess remote labor
- $125/hour for onsite labor
- $7.50/device for malware protection per month
- $7.50/user for password management per month

Option 3 – Included all of Tier 2 + Free Remote Access or Onsite Labor**

- $75/month for workstations
- $200/month for servers
- $5/month for mobile devices
- $75/hour for excess remote workstation
- $100/hour for excess onsite work
- $5.00/device for malware protection per month
- $5.00/user for password management per month

Option 4 – 5 hours block time onsite

$800 ($100 savings)

Option 5 – 10 hours block time onsite

$1400 ($400 savings)

Option 6 – 15 hours block time onsite

$1800 ($900) savings

* Limit 1 hour per session
**Limit 2 hours per session

Online Backup

- $30 per month per workstation – limit 100 gigabytes
- $75 per month per server – limit 500 Gigabytes

Local Image Backup

This service will provide a much quicker option to restore your computer to operational condition due to a catastrophic event. The image backup will restore your system to the condition it was in at he time of the last backup. There will be no requirement to reinstall the operating system, programs or data. This is an ideal solution to minimize downtime for each workstation.

$200 setup fee per computer (includes external hard drive)
$150 setup fee per computer for managed services customers (includes external hard drive)

Guaranteed Malware Protection

If a device becomes infected with malware while service is active, we will remove it and ensure device is fully functional at no cost. This does not include labor provided to remediate issues caused by phishing attacks. These attacks require voluntary user input of sensitive information. It also does not cover if any online accounts are compromised.

Break/Fix Rates

If none of the above options are selected, the standard hourly service rate will be:

$125/hour for remote services with ½ hour minimum.
$180/hour for onsite services with 1 hour minimum.

Travel Charges

There will be an additional $50 charge for travel outside of the city limits. That charge will be reduced to $25 if any of the service options are selected. This includes the cities of Port Allen, Brusly, Addis, Baker, Zachary, Denham Springs, Walker, Livingston, Watson, Central, Prairieville and Gonzales.

Enter Option Desired _____

Cost Calculations

Options 1 – 3

Workstations _____ Price Each _____ Extended _____
Servers _____ `Price Each _____ Extended _____
Mobile Devices _____ `Price Each _____ Extended _____
Malware _____ `Price Each _____ Extended _____
Password Mgt. _____ `Price Each _____ Extended _____
Local Image Backup _____ `Price Each _____ Extended _____

Total _____

Options 5 – 6

Hours _____ Hourly Rate _____ Monthly Charge _____

Backup Services

Workstations _____ Monthly Charge _____ Extended _____
Servers _____ Monthly Charge _____ Extended _____

Total _____

Total Monthly Recurring Charges _____

This agreement commences on _____ between FlexTech LLC and
_____ and can be stopped by either party at any time for any reason.

Signed _____ Date _____

FlexTech Rep _____ Date _____

Contact Info:

Company Name _____

Billing Address

_____

_____

_____

_____

Physical Address (if different)

_____

_____

_____

_____

Billing contact _____

Billing phone _____

Billing e-mail _____

Technical contact _____

Technical phone _____

Technical e-mail _____

Additional contact _____

Additional phone _____

Additonal e-mail _____

For questions contact:

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