

Most successful large enterprise businesses all over the world have recognized the values and importance of IT roles within their business operations. These businesses have invested a millions of dollars and man-power to successfully install, organize, implement and manage their IT operations to get advantages over their competitors. Unfortunately, for many Small-Office-Home-Office (SOHO) and Small-to-Medium sized (SMB) business, the cost of implementing such systems was prohibitive, difficult, and expensive - until now!

MEGACOM offers our business clients a convenient and powerful remote monitoring and management of your desktop/server systems without costly up-front investment on a subscription based managed services. We also provide proactive remote resolution* and alerts for those systems that are managed via **MEGACOM RemoteCarePro Managed Services™ (MRMS)** at an affordable and low fixed rate. For a further flexibility, **MRMS** is available at two different subscription levels: **Basic** or **Extended**.

Support Coverage	Basic	Extended
24x7 around the clock remote monitoring service and email alert notification	✓	N/A
24x7 around the clock remote monitor & proactive remote issue resolution*	N/A	✓
Anti-Virus/Anti-Spyware/Malware definition update status, infection scans result monitoring and email notifications if any infection had been detected.	✓	✓
Anti-Virus/Anti-Spyware/Malware definition update and infection scans. If any infection had been detected, we provide a remediation support free of charge!	N/A	✓
Automated Microsoft Security Updates Checkup & Deployment	✓	✓
Free hard disk volume space detection and S.M.A.R.T (Self-Monitoring, Analysis, and Reporting Technology) monitoring for hard disk pre-failure conditions	✓	✓
Temporary Files & Internet Debris removal for better system performance	✓	✓
Executive, Asset Change & Technical System Info Reporting via email (Asset Change and Technical System Info reports are provided upon request)	Limited (Quarterly)	✓ (Monthly)
Rapid remote problem resolutions and help desk support by MEGACOM's senior level certified professionals/engineers during regular business hour (Monday-Friday, 8:30 am-5:30 pm, PST excluding Holidays).	N/A	✓
For any problem that can't be fixed or resolved remotely (due to a hardware failure, no Internet access, etc.), we will provide a free bench repair service or a 20% discounted labor charge for on-site service request. (Note: The free bench service offer does not include any system upgrade, data backup/transfer service, or any other optional services. For hardware failures, the replacement parts cost will be billed separately.)	N/A	✓

MEGACOM RemoteCarePro Managed Services (MRMS) Subscription Rates

Managed System Type	6 Month Subscription	Annual Subscription
Desktop/Laptop Care - Basic	\$90.00 (\$15.00/month)	\$120.00 (\$10.00/month)
Desktop/Laptop Care - Extended	\$240.00 (\$40.00/month)	\$420.00 (\$35.00/month)
Server Care - Extended	\$750.00 (\$125.00/month)	\$1,200.00 (\$100.00/month)

For as low as **\$10.00 per month/per system**, we can help you start managing your business systems and IT operations. Please call our managed service specialist at (213) 637-8600, Option #2 for more information and start being productive with your business and IT operations.