

# KWICK CONNECTIONS

## TECHNOLOGY CONSULTING

(626) 377-4544, [help@kwickconnections.com](mailto:help@kwickconnections.com)

*Here to support your company in 4 different ways:*

- 1.) Scheduled Maintenance Contract
- 2.) Hardware support, Cabling, & Closet Cleanup
- 3.) Network Design & Installation
- 4.) Remote Only Support (per computer)



### - Network Design, Installation, and Monitoring

- Implementing a new technology? Scanners, printers, VPN for sales force? We will help design, implement, and monitor a structure and policies that will help your business grow, while keeping your existing infrastructure secure.

### - Data Storage & Backup Solutions (On/Off-Site)

- How often do you backup your computers? Well, how about just the accounting computer? And is the backup on the same computer? We will tailor a backup solution that will cover your company in case of disaster, either natural or man-made, that will ensure you are back to being productive in hours... instead of days.

### - Accounting and Procedural Implementation

- The main purpose of computers is to facilitate business practices. Yet, after implementing your network and policies, most business do not stop back to re-evaluate routines to see if the needs have outgrown the original method. A prime example is using Excel to keep a database. Initially this may work fine, but at some point there is a need to setup a true database which will cut down time and give better ease of use, not to mention minimize user entry errors or deletions.

### - Linux / Windows client and server computer repair

- Computers these days are not meant to last like they did in the 80's when mainframes weighed a ton & thin clients could be easily swapped out. For companies needing to stay operational 100% of the time, we suggest phasing out older hardware every 3 to 4 years. This does not have to be a painful expensive process if a budget is set for the replacement of one system every few months. This minimizes the probability that there will be a system crash, as well as puts your company in the driver's seat with no unforeseen expenses outside of your budget.
- Password changes / recovery – Did an employee leave without relinquishing control to your systems? We can reset Windows, Office, Quickbooks, and other passwords.
- There is never a good time for a computer to fail. Maybe there are warning signs of the computer running very slow, or the Hard Drive making 'loud' not-so 'funny noises'. We will diagnose potential problems and get you back normal business as soon as possible. Though truly the adage of 'an ounce of prevention' is extremely relevant here.

### - Remote Support

- Another support option which we have recently added is a **remote only** support option. Through a Virtual Tunnel technicians will remotely assist users to complete necessary tasks on a per computer basis. \$100 Dollars per computer / per month will allow maintenance for Anti-virus updates, Driver updates, software installation, computer backups, as well as printing issues and internet assistance. The benefits are that not all computers in the office need be supported, just the ones deemed necessary by management (possibly limited to high risk systems or accounting computers or servers). The limitation to this option is that any on-site services are not covered and will be subject to the standard \$150 per hour work rate.

# Support Contract Overview

Our company's idea of a support contract is very simple. During the course of a month, on a schedule that is mutually decided, a technician will be working to handle as many of your computer and office needs as possible, in the number of hours requested. Much of the time, the technician will be onsite at your location but in cases where work can be performed at our office faster, they'll be offsite. For example, work such as Internet software installs, hardware upgrades, hardware repairs, documentation, antivirus clean-up, and research is generally much faster to complete at our office due to the computer resources that we have available.

We believe that it's important to point out that there seems to be a trend for companies who find it difficult to position an expensive full time IT staff. This contract will provide your office with an experienced technician that is completely at your disposal during the scheduled time periods. Fees are not insurance against downtime, instead we are working for you every minute to avoid a crisis and create a user-friendly and maintainable office network at the same time.

In conclusion, based on your number of workstations, we can recommend a monthly support contract and schedule that will meet your needs. Billing is done in advance for each month, each client has different needs and pricing is adjusted accordingly.

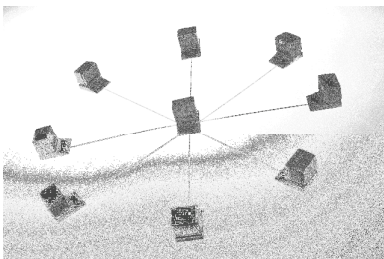
## ***On-Site / Off-Site Contractual Support Options***

Technician Availability - 9AM to 5PM Hours / Monday through Friday / Non-Holiday

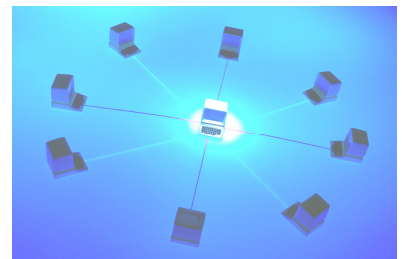
Materials & Equipment Parts not included

Emergency and Holiday rates are available on a case-by-case basis.

- Network Administration
- Server Backup
- Workstation Restoration
- Software Installation
- Printer Installations / Configuration
- Router/Switches Configuration
- Internet Management
- Virus Clean up
- Driver Updates
- VPN Access
- Technology Recommendations
- Email Management



## ***FREE SITE SURVEY***



Currently we are offering a FREE site survey with in which we will examine your existing infrastructure and discuss relevant technology for your business and how it will fit with your existing network. If you have upcoming projects we will advise on possible integration or potential costs that may be incurred. We will test your internet speeds and systems security to advise of vulnerabilities and best corrective measures. Our technicians will provide you with some suggested backup solutions that will ensure your desired level of comfort in case of system failures.

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