



IST Computer & Network Health Monitoring Packages

| Package Name | Monthly | Quarterly | Remote | Onsite | Daily Server Monitoring | Install Patch & Updates | Server Check | Workstation Check | Peripherals Check | Network Hardware Checkup | Antivirus Check | Spyware Sweep | User Configuration | Software Installations | Emergency Service | Hardware Upgrades |
|-----------------|---------|-----------|--------|--------|-------------------------|-------------------------|--------------|-------------------|-------------------|--------------------------|-----------------|---------------|--------------------|---------------------------|---------------------------|--------------------|
| Hermes | | X | X | | X | X | X | X | | | X | X | X | Hourly rates apply | Hourly rates apply | Hourly rates apply |
| Apollo | X | | X | | X | X | X | X | | | X | X | X | Hourly rates apply | Hourly rates apply | Hourly rates apply |
| Zeus | | X | | X | X | X | X | X | X | X | X | X | X | 3hrs per quarter included | 3hrs per quarter included | Hourly rates apply |
| Aprodite | X | | | X | X | X | X | X | X | X | X | X | X | 2hrs per month included | 3hrs per month included | Hourly rates apply |

Hourly rates are currently \$75/hr. For Software Installations & Emergency services, the included hours on the Zeus & Aphrodite packages apply at a 1hr minimum per event. Past the hours listed, the standard hourly rate will be billed. None of the above cover Operating System reloading, nor does it cover cost of parts. Any on-site visits unless a pre-planned software installation will be billed as an Emergency Visit. Pre-planned software installations will be billed as such.