



# simplifying IT

If you're tired of worrying about unexpected computer problems hurting your business then **one simple phone call** can prevent them from ever occurring in the first place!

Call now for a **FREE** Business Network Evaluation!

**928-445-6700**  
**928-775-5475**

Here's how you can have a **full-time IT department** for less than a part-timer's salary!

## THE PC WORKS

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**#1 Computer IT Business**  
**in Northern Arizona!**

**Product/Service**  
**Information**



## What is MSP?

A managed service provider (MSP) is a company that remotely manages a customer's IT infrastructure and/or end-user systems, typically on a proactive basis.

This service provides software to every computer in your office allowing us to handle remote jobs. This service also detects hardware issues/failures. It detects software problems. It gives us a full inventory of all computers, years/dates, serial numbers, software licenses and much more. This is helpful to make reports for you as well as provide you with needed upgrades for future planning.

It can provide full tune-ups, clean-ups, installs/upgrades of needed software, as well as patch vulnerabilities, provide scheduled Windows Updates and reboots machines after hours to keep your office running at top proficiency.

## All put in a Monthly Budget

What services do we provide on a monthly budget?

1. MSP Packages
2. Antivirus/Malware/Ransomware Protection
3. Backups - Hard Drives, Cloud, BMR
4. Computer Replacements
5. Website SEO - find yourself on Google!
6. Microsoft Office/Google Suite/HIPAA

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### Tier 1 GOLD

Health Monitoring  
Software Maintenance  
30 Minute FREE  
Help Desk Support

### Tier 2 SILVER

Health Monitoring  
Software Maintenance

### Tier 3 BRONZE

Health Monitoring

**GOLD Includes:** (Remote Software)

**EVERYTHING IN SILVER & BRONZE PLUS...**

FREE 30 MINUTE PHONE CALLS WITH REMOTE SUPPORT! Free 30 min phone call per computer per day . How many times have you or your staff just needed a quick fix? This saves businesses \$\$\$ to avoid having a tech come out and charge hourly rates for simple problems.

**SILVER Includes:** (Remote Software)

Monitoring + Weekly Maintenance -

**EVERYTHING IN THE BRONZE PLUS...**

Full tune ups, clean ups, Software upgrades, Windows Updates, Security Patches, Virus Scans. Everything to keep your computers software maintenance, security and speed running at top performance.

**BRONZE Includes:** (Remote Software)

Monitoring Only - Health Check-up

We keep tabs on your systems daily and are notified when critical events occur.

Examples - Offline Computers, Overheating computers, Hard Drive integrity and space, RAM needs, error codes and many more items. A call is placed to schedule a job. All jobs are charged at normal rate.