

# Managed IT Services

## retroEYE Desktop Support

RetroFit provides an array of essential desktop management services on a flat rate subscription basis to small and medium sized businesses. We help you minimize the hidden costs of desktop ownership which can be considerable. We also minimize the daily hassles involved with using and managing technology.

With three levels to choose from - Essential, Professional and Professional Plus – you determine which option meets your needs. Levels range from basic remote monitoring to full managed IT services, including Help Desk and onsite support and maintenance. Customized service plans are also available. Consider the following advantages:

- ✓ Improved system performance and availability
- ✓ Increased Uptime
- ✓ Reduced operational costs
- ✓ Better capacity planning
- ✓ Single-sourced systems monitoring capabilities
- ✓ Enhanced end-user experience
- ✓ Improved employee productivity

Preventative Maintenance	
Activity	Service Schedule
Asset data collection	Every Monday & Thursday
Spyware detection and removal	Everyday
Temp File deletion	Every Tuesday & Friday
Anti-virus signature update	Every 4 hours
Patch assessment	Every Wednesday
S.M.A.R.T. check (Predictive failure report)	Every Monday & Thursday

## Benefits

- Preventative approach and quick response – Reduce IT downtime and security issues by more than 70% via proactive management
- Access to top-notch expertise – Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center (NOC). Let RetroFit’s staff support you in carrying out day-to-day tasks, such as checking Anti-virus signatures, scanning and removing spyware, updating critical security patches and cleaning temporary files on a regular basis.
- Predictable IT costs – A predictable monthly service cost that can be budgeted with no surprises. Eliminates the need to build costly in-house expertise on IT infrastructure and security technology. Provides economies of scale that let small and medium sized businesses get Fortune 500 class IT management and support at an affordable cost.

RetroFit minimizes the daily hassles involved with using and managing technology.... so you can get on with your business!

## Desktop Service Plan

Services	Desktop Essential	Desktop Professional	Desktop Professional Plus
24 x 7 remote monitoring	✓	✓	✓
Real-time alerting	✓	✓	✓
Microsoft patch management	✓	✓	✓
Anti-Virus checks & scanning	✓	✓	✓
Spyware detection & removal	✓	✓	✓
Temporary file deletion & cleaning	✓	✓	✓
Asset management		✓	✓
<b>Unlimited Help Desk Support</b> <ul style="list-style-type: none"> <li>Experienced Level 2 Technicians</li> <li>Service delivered using a combination of phone and remote control tools</li> <li>Service available Monday – Friday, 8:00 a.m. to 8:00 p.m. with optional after-hours coverage (24x7)</li> <li>Most common software applications are included (Adobe, Microsoft Office/Outlook, domain, desktop operating systems, browsers, Anti-Virus, Wireless, network connectivity, etc.). Please see complete list of covered applications.</li> </ul>		✓	✓
Anti-SPAM checks & scanning	optional	optional	optional
<b>retroCARE Onsite Support</b>  While retroEYE resolves many issues remotely, any hardware failures that cannot be repaired remotely (i.e. replacement of hard drive, motherboard, monitor etc.) will be repaired at your site. Consider the following features: <ul style="list-style-type: none"> <li>All parts and labor are included</li> <li>Varied Response Level Options to fit your needs</li> <li>Extended hours of coverage available</li> <li>Web-based call placement</li> <li>Warranty uplift service</li> <li>Onsite spare parts availability</li> </ul>	optional	N/A	✓

### Managed IT Service Offerings:

- retroEYE desktop support
- retroEYE server support
- retroCARE onsite support
- Anti-SPAM Solutions
- Network Device Monitoring
- Firewall Monitoring
- Security Solutions
- Backup & Disaster Recovery

### ABOUT RETROFIT TECHNOLOGIES, INC.

Since 1983, RetroFit Technologies has been an IT solutions company that specializes in managed IT services, project management, hardware sales, and support and maintenance. Since 1994, RetroFit has held all major statewide technology procurements contracts in Massachusetts.

For additional information about RetroFit, visit our website at [www.retrofit.com](http://www.retrofit.com) or email us at [information@retrofit.com](mailto:information@retrofit.com).