



www.northridge.com

Microsoft®
GOLD CERTIFIED
 Partner

TotalSupport™ Silver

- Hourly Billing
- Flexible Offering
- Optional Monitoring
- Optional Hosted Services

TotalSupport™ Gold

- Unlimited Helpdesk & Onsite Service
- Virtual CIO Services
- Server & Network Monitoring
- Fixed Fee Implementations

TotalSupport™ Platinum

- An Absolute Fixed Budget Plan
- Implementations Included
- Complete Hosting Services Included
- No Trip Fee for Onsite Service

VIRTUAL CIO SERVICES

Initial Network and Security Assessment	Hourly	Included	Included
Quarterly Health Check	Optional, Hourly	Included	Included
Quarterly Management Meeting	Optional, Hourly	Included	Included
Customer Portal with Ticket Tracking	Optional	Included	Included
Onsite Training	Hourly	Fixed	Two per year
Technology Procurement Consulting	Hourly	Included	Included
I.T. Vendor Management	Hourly	Included	Included

SETUP AND IMPLEMENTATION

Server	Hourly	Fixed	Included
Workstation	Hourly	Fixed	Included
Printer	Hourly	Fixed	Included
Smartphone	Hourly	Fixed	Included
Operating System	Hourly	Fixed	Included
Microsoft Office	Hourly	Fixed	Included
Anti-Virus Solution	Hourly	Fixed	Included
Third Party Software	Hourly	Fixed	Included
Network Appliance	Hourly	Fixed	Included

MONITORING, MANAGEMENT AND SUPPORT

Unlimited Helpdesk Support*	Hourly	Included	Included
Unlimited Onsite Support*	Hourly, \$75 trip fee	Included, \$75 trip fee	Included
Server and Network Monitoring	Optional, Per server	Included	Included
Server Patch and Update Management	Hourly	Included	Included
Workstation Patch and Update Management	Hourly	Included	Included
Spyware Removal	Hourly	Included	Included

HOSTED SERVICES

Web Hosting	Optional	Optional	Included
Web Statistics Hosting	Optional	Optional	Included
Exchange Email Hosting	Per mailbox	Per mailbox	Included
SQL Server Hosting	Optional	Optional	Included
BlackBerry Hosting	Per mailbox	Per mailbox	Included
Remote Backup	Optional	Optional	Included
Email Anti-Spam and Anti-Virus Service	Optional	Included	Included
Domain Name Service (DNS) Hosting	Optional	Included	Included

* Helpdesk and Onsite Support includes full support for all servers, workstations, network appliances, printers, and handheld devices. Supported software includes the Microsoft operating system, core Windows applications, Microsoft Office, and Anti-Virus software. Support outside core Windows applications will be given on a 'best effort' basis. Support hours are 8am-7pm, Monday - Friday.