Ultimate-Care® Solution Guide

UltimateCare® products are specifically designed to address the core technology issues that concern most companies, that is:

- How do I maintain maximum system up-time?
- How do I control the costs of maintaining my servers and desktops?
- How do I provide support to my staff so that they can be productive?

With over 75 years of combined experience of providing answers to these questions, the certified* experts at CATS Technology Group have developed the UltimateCare solution suite to deliver high-quality support, based on your company's unique requirements.

	CATS Ultimate-Care Retainer®	**CATS Ultimate-Care Premium®**	**NEW CATS Ultimate-Care Unlimited®**
Ideal for companies…	with occasional need for support and coverage in case of emergencies	in need of full time server support and occasional other IT support	interested in unlimited support for servers and desktop users
Includes…	one total block of hours per month to be applied toward any/all of the services listed below	server support and a fixed block of hours for other IT support	**unlimited** desktop and server support and monitoring for a fixed price per PC and server
Guardian 24x7 Proactive Monitoring**	Not Included	Included	**Included**
Server support	Limited	Limited	**Unlimited**
Infrastructure support	Limited	Limited	**Unlimited**
Desktop support	Limited	Limited	**Unlimited**
Network Administration	Limited	Limited	**Unlimited**
Help Desk Services	Limited	Limited	**Unlimited**
Applications support	Limited	Limited	**Unlimited**
Peripheral support	Limited	Limited	**Unlimited**
Pricing	Standard hourly rates†	Server support: $375 per month All other Support: $125 per hour (volume discounts available)	**Flat Monthly Rate:** $79 per desktop, $375 per server (volume discounts available)

For more information, contact our Ultimate-Care solutions group for a free phone consultation at **1-866-370-8994,** or go to our website www.CATSTechnology.com.

* CATS Technology Solutions Group is a Microsoft Gold Certified Partner, DELL Certified Partner, and SonicWALL Medallion Partner.

** Includes: Server Monitoring, Performance monitoring, Network monitoring, Network security, Website monitoring, Email monitoring, Database monitoring, Application monitoring, Service monitoring, Asset tracking, Workstation monitoring, Reporting, Remote support solutions, Regulatory compliance.

† Premium rates apply for services provided outside of standard business hours.

www.CATSTechnology.com
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CATS Technology Solutions Group
"Integrated IT Systems, Services and Maintenance…"