



PC/MAC Management

CTNtotalcare provides a complete solution for supporting and managing the overall health of each computer in your company. The **CTNtotalcare** support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and **CTNtotalcare** ensures that is possible around the clock.

PC/MAC Management for All Your Business Needs

- ▶ **Basic** - Provides unlimited live support to Microsoft Windows & Office, email, 3rd party applications and software, and Internet connectivity. Our basic plan ensures that all of your desktops receive recommended maintenance and security.
- ▶ **Professional** - Offers unlimited remote control and phone support, PLUS this plan brings an added level of maintenance to your computers with unlimited on-site and emergency after hours support.
- ▶ **Platinum** - Includes unlimited remote control, on-site support and handheld device support along with an anti-virus license with the added security of the management of your server(s), PC's, back-up and disaster recovery.

For more information visit us at www.manageditnetworks.com



CTNtotalcare offers the following three plans:

PC/MAC Management	Basic	Professional	Platinum
Support			
Unlimited On-Site Support 8am - 5pm (Mon-Fri)		✓	✓
Unlimited Phone Support	✓	✓	✓
Unlimited Remote Control Support	✓	✓	✓
Microsoft Application Support	✓	✓	✓
Emergency After Hours Support (5pm-8am M-F, Sat/Sun)		✓	✓
Mobile Device Support			✓*
Maintenance			
Online Asset Management	✓	✓	✓
Online Case Management-Trouble Ticket Resolution	✓	✓	✓
Online License Management	✓	✓	✓
Automated Desktop Optimization & Management	✓	✓	✓
Automated Spyware & Adware Removal			✓
3rd Party Vendor Management	✓	✓	✓
Back Up Monitoring and Administration			✓
Security			
Anti-Virus/Spam Software Management	✓	✓	✓
Software Patch Management	✓	✓	✓
Anti-Virus/Spam License			✓

We do not support Palm OS

*Platinum includes one mobile device for each managed PC

All PC's must meet the CTNtotalcare healthy requirements

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