

## General IT Services and Hourly Rates

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For the business who only require occasional support, a pay-as-you-go method may be the best solution to meet your needs and budget.

As an option, we offer service contracts which carry 12-month minimum term commitments but can reduce hourly rates and destination charges. All support contracts, on-site and telephone/email, include Remote Desktop Management services (when possible).

### Standard Hourly Rates and Fees

SERVICE TYPE	RATE
<b>DESKTOP/APPLICATION SUPPORT</b> Mac/PC/mobile/tablet hardware and standard software.	\$120/hour
<b>NETWORKING SUPPORT</b> Support for basic networking hardware and software.	\$150/hour
<b>ADVANCED SERVER SUPPORT</b> Support for advanced networking (i.e. routers, switches), server (i.e. Microsoft Active Directory, Exchange), hardware and software.	\$185/hour
<b>SECURITY CONSULTING</b> IT security posture assessments and consulting. Penetration testing services are separate engagements and not included in the services.	\$240/hour
<b>DESTINATION CHARGE</b> On-site technical service driving fee within greater Austin area.	\$75/trip
<b>AFTER HOURS AND EMERGENCY SUPPORT</b> Support for outside of regular (8am-6pm) business hours.	2x regular rate
<b>WEB DESIGN AND DEVELOPMENT</b> Front- and back-end website design and development.	\$75/hour
<b>SEO, SEM, AND SMM SERVICES</b> Search Engine Optimization, Search Engine Marketing, and Social Media Marketing services to the new and existing websites. By contract only.	Ask Us

## On-Site General IT Service Packages

If your organization requires on-site visitation frequently or at scheduled intervals, this is the solution for you. We offer several different plans to fit your needs and budget from only a few hours a month to full-time on-site consultants.

Clients under technical support contracts automatically receive priority trouble ticket resolution - especially useful at critical times when major software flaws, vulnerabilities, and virus attacks threaten many of our clients' systems simultaneously and our on-site technicians are booked for extended periods of time.

PACKAGE TYPE	STANDARD	ADVANCED
<b>BRONZE</b> Six (6) hours included monthly technical support, 25% off destination charge.	\$500/month	\$800/month
<b>SILVER</b> Ten (10) hours included monthly technical support, 50% off destination charge.	\$800/month	\$1,200/month
<b>GOLD</b> Twenty (20) hours included monthly technical support, 50% off destination charge.	\$1,500/month	\$2,000/month
<b>CUSTOM</b> If you require part- or full-time support on a scheduled basis, we may be able to offer a custom service plan with no destination charges and even further reduced hourly rates.	Ask Us	Ask Us

- 50% of unused hours in any given month carry over to the next.
- On-Site services carry a 2-hour minimum charge.
- Any hourly overages are charged at a regular hourly rate.

## Remote General IT Service Packages

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If your organization requires ad-hoc web services and general IT support, this is the solution for you. We offer several different plans to fit your needs and budget from only a few hours a month to full-time support consultants.

These contracts include the following services which you can use your included hours for:

- Website Maintenance
- Website Monitoring
- Domain and Hosting Setup
- Basic Database Support
- Basic Email Setup and Maintenance
- Website Reports
- General Reports
- Basic Cloud Architecture
- In-Cloud Deployment
- Web Application Support
- General IT Consulting
- Security Consulting
- Basic SEO

Clients under web services support contracts automatically receive priority trouble ticket resolution - especially useful at critical times when major software flaws happen and time sensitive IT tasks are a must without question.

PACKAGE TYPE	PRICE
<b>BRONZE</b> Four (4) hours included in the monthly support.	\$250/month
<b>SILVER</b> Six (6) hours included in the monthly technical support.	\$375/month
<b>GOLD</b> Eight (8) hours included in the monthly technical support.	\$500/month
<b>CUSTOM</b> If you require part- or full-time support on a scheduled basis, we may be able to offer a custom service plan.	Ask Us

- 50% of unused hours in any given month carry over to the next month.
- Hours do not carry to the next year.
- Any hourly overages are charged at a regular hourly rate.

## Help Desk Support

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If your organization requires a traditional help desk services for your customers during typical business hours Monday through Friday support via phone and email, this is the solution for you without the high costs associated with providing an in-house help desk.

Setting up Help desk facilities, maintaining and training a team of operators and managers is expensive and is a real cost that lowers your bottom line on a daily basis; while, outsourcing is viewed as a deductible business expense.

In addition to providing a tax-friendly alternative for your business, outsourcing your Help desk allows you to focus your attention on your core business.

<b>PACKAGE TYPE</b>	<b>PRICE</b>
<b>STANDARD LEVEL-1 AND LEVEL-2 SUPPORT</b>	\$30/incident

## Custom Software Application Development

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We offer a full range of custom software development services for a wide variety of verticals and business domains.

Whether you are a start-up or an established business, we will be happy to assist you at any and every stage of the software development life cycle: from conceptualization, business analysis and prototyping to the development and deployment of a complete solution.

Contact us now for a free, no-strings-attached project quote!