

PROVIactive

Hi-care Maintenance Program

Scheduled Maintenance Checks

Scheduled monthly system checkups to confirm computer systems are using the most current technology. This way, customers systems are kept up to date, ensuring optimal performance. These checkups apply to network settings, email systems, Internet connectivity, system upgrades, and antivirus.

The Providers developed the **PROVIactive** Maintenance Program to offer peace of mind for customers with mission critical computer systems. On top of all the benefits from **PROVItection**, the frequency of system checks has dramatically increased and our response time is quicker.

With an upgrade from **PROVItection** to **PROVIactive**, there is no need to be concerned anymore about excessive productivity loss.

PROVIactive enables contact with our technicians anytime to get a quick, even immediate response.

Provided with this Maintenance Program:

- Employee adds or moves – email and user id setup
- Monitoring of current backup strategy
- Travel costs to and from locations
- Phone support and remote support
- Business hours 8am – 5pm coverage

Discounted rates for the following services:

- Inventory of current computer systems
- After-hours and weekend coverage
- New computer or equipment installation
- New hardware and software installs
- System moves adds and changes
- Parts for repair of systems
- System cleanings
- Remote access, installation and setup

Prompt Service

The Providers are available 7 days a week allowing a quick response time to any emergency. In addition, **PROVIactive** subscribers receive priority status on emergency issues; every effort will be made to respond within 1-2 hours, and if an on-site visit is determined necessary, we will arrive within 1 business day.

Additional rates apply to:

- New computer or equipment installation
- New software installation
- Hardware or software purchases
- Purchase of parts for repair of systems
- Physical moving of equipment
- Weekend coverage

Contact us today to schedule a no-obligation, informational meeting to see how your company or organization can benefit from **PROVIactive**.

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PROVIDERS

*New Technology...
Old-Fashioned Service*