

Service & Rate Options : 2017

The following rates are for scheduled services during our regular business hours: 10 a.m. to 6 p.m., Monday through Friday, with the exception of Night/Weekend/Emergency services.

SERVICE CALL: \$300	HALF DAY: \$600	FULL DAY: \$1200
<ul style="list-style-type: none"> Up to 2 hours onsite service provided 	<ul style="list-style-type: none"> Up to 4 hours onsite service provided Follow-up call/email 	<ul style="list-style-type: none"> Up to 8 hours onsite service provided Follow-up call/email Documentation

INTERIM RATE: \$150/hour

This is the rate we charge if your service call or half-day appointment runs over. For example:

- A service call runs over 2 hours: We charge \$150/hour thereafter until you reach a half day (4 hours).
- A half-day appointment runs over 4 hours: We charge \$150/hour thereafter until you reach a full day (8 hours).

PHONE/REMOTE: \$150/hour

We bill phone and remote support in 15-minute increments.

NIGHT / WEEKEND / EMERGENCY: \$250/hour

In a real pinch? If you absolutely need us, we'll stop what we're doing and come over right away. This rate applies weekdays between 6 p.m. and 10 a.m., and all day Saturday and Sunday.

TRAVEL: \$50/hour

Travel beyond 1 hour from Boston Zip Code 02123

SERVICE AGREEMENTS & SPECIAL PROJECT RATES AVAILABLE

Please contact us for details

Please Note: All Rates and Services Subject To Change Without Notice.

PROACTIVE MONITORING & MAINTENANCE

	Price (ea)
Monitored Computers Active monitoring for impending failure for each computer	\$ 10
Managed Computers Active monitoring for pending failures, as well as system & application update management, disk & memory verification, reporting	\$ 35
Managed Servers Active monitoring, maintenance, updates & manual verification of backup systems.	\$ 100
Support	
Personal Support Users The total number of people who will be contacting MacShaman, Inc. for technical support.	\$ 25
Premier Support Users (Per Person, 5 User minimum) All needed email, phone, and remote support to designated staff. 10-15 Mins per incident	\$ 75
Monthly Prepaid Hours Proactive On-Site Visit, Unanticipated Service (4 hours per month minimum) 10% off our standard hourly rate of \$150/hour	\$ 135
If you would prefer to pay annually, we offer a 10% prepayment discount	

What's Covered?

MONITORING	MAINTENANCE	UPDATES	ASSET TRACKING	REPORTING
<ul style="list-style-type: none"> - Drive Health - Disk/Storage Space - System Processes - Service Checks - Antivirus Updates - Vulnerability Checks - Network Status 	<ul style="list-style-type: none"> - Hard Disk Repair - Permissions Repair - Memory Testing - Temp File Cleanup - 	<ul style="list-style-type: none"> - System Software - 3rd Party Applications - Device Drivers - Plugins 	<ul style="list-style-type: none"> - Computers - Connected Devices - Computer Components - Software - Serial Numbers 	<ul style="list-style-type: none"> - Executive Summary - Hardware Inventory - Software Inventory - Patch Management - System Modification

RETAINER

We offer retainer options to those who know they need ongoing services, but not exactly sure when. Your retainer budget can be used for ongoing work as well as project work. Retainers are to be paid in advance. Reporting of work and retainer balance provided monthly.

10 Hours	\$1462.50	(2.5% Off)
20 Hours	\$2,850.00	(5% Off)
30 Hours	\$4162.50	(7.5% Off)
40 Hours	\$5,400.00	(10% Off)

ANNUAL ENGAGEMENT

Annual engagements are available for regular visits, typically bi-weekly or monthly, along with remote and phone support. Payment is due in advance. Work beyond the scope of the engagement is billed at our standard hourly rates. Reporting of work performed provided monthly on invoice.

The following is an example scenario of an engagement with low to moderate requirements. With 10 computers, a handful of peripherals, mobile devices, a proactive service call monthly and 1 hour of on-call phone/remote support would be appropriate. Below is an excerpt from our agreement of an annual engagement cost projection. If this approach is of interest we would provide a draft agreement for your review.

The table below represents a projection of work to be provided monthly, based on client of moderate need.

Description	Quantity	Unit Price	Cost
1/2 Day OnSite, Monthly	1	\$ 600	\$ 600
Remote / Phone (Business Hours)	2	\$ 150	\$ 300
On-Call Retainer / High Availability (All Hours)	1	\$ 500	\$ 500
SubTotal			\$ 1,400
Discount (Annual Commitment)		10%	\$ 140
Total Due Monthly			\$ 1,260

Table 1: Monthly Service Rates Example

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