

Get Proactive with Central Coast Solutions

You don't want to think about how your computers work.
You simply want to know they will. We get it.

Software upgrades, threats from viruses and malware, and issues that decrease workstation stability are happening with increased regularity. The days of setting up a computer, then expecting it to “just work” are long gone, especially with today's complex cloud-based applications.

In response to what our customers are demanding—reliable productivity in an age of constant change—Central Coast is offering two Proactive Service plans. You pick the plan that suits your needs. With either, we provide monthly proactive maintenance, current anti-virus protection, and priority technical support (9:00–5:00 Monday–Friday or 24/7!)

After a one-time onboarding process, Central Coast's state-of-the-art monitoring solutions will be able to detect and address issues before they become problems that impact your productivity and profitability.

Now is the time to get proactive about the support of your most important business tools! Contact your Central Coast representative today.



With Central Coast's **PROACTIVE** or **PROACTIVE+** monthly service plans, our state-of-the-art system will communicate directly with your workstation to monitor a range of performance issues. If needed, we'll be able to remotely access your system and solve problems while saving time and on-site trip fees.

Additional services, such as on-site and off-site backup, domain hosting, security scanning and compliance, Office 365 email and Office applications are available, too. Getting started is easy. Contact your Central Coast representative today.



Contact us today

Proactive Service Plans

Pricing as of Jan. 2022
Subject to terms of Master Services Agreement



	PLANS FOR WORKSTATIONS		PLAN FOR SERVERS	NO SERVICE PLAN
	PROACTIVE	PROACTIVE+	PROACTIVE+	
One-time Proactive Service onboarding and profile set-up	\$50 per workstation		\$75 per server	—
Monthly Proactive Services: – Proactive updates and maintenance – System performance monitoring – Remote desktop support – Anti-virus and malware protection – Remote desktop access	\$79 per workstation per month	\$129 per workstation per month	\$199 per server per month	—
Technical support (chat, voice or email)	Priority 9:00–5:00 M–F	Priority 24/7	Priority 24/7	Non-priority 9:00–5:00 M–F \$165/hour
Scheduled on-site services*	\$145/hour	\$145/hour	\$145/hour	\$165/hour
Annual business review	—	Included	Included	—
Contract or hourly service plans*	Available in 10-, 20-, or 30-hour increments			Available in 10-, 20-, or 30-hour increments
Add-on services include backup solutions, network monitoring & security, remote access and more!	Custom solutions available; call to discuss			—

*For service performed at your location, an additional Onsite/Travel fee will apply: Contract or hourly service plans @ ½ hour per visit, all other onsite service @ \$75 per visit.

Monthly Proactive Services

Proactive updates and maintenance

Every month, Central Coast will remotely patch your workstation with the latest stable operating system updates to ensure you have a reliable, efficient workflow.

System performance monitoring

Something suddenly isn't performing like it should? We'll receive notification and can often fix the issue before it becomes a problem!

Remote desktop support

Have an issue? One of Central Coast's expert technicians can log onto your system remotely and assess the problem. No on-site trip fee incurred.

Anti-virus and malware protection

Virus protection is more important than ever; proactive monitoring will ensure your workstation has the latest security updates.

Remote desktop access

Once your workstation is onboard Central Coast's Proactive Service system, you'll be able to log-in to your system from anywhere. As a stand-alone service, this can be \$25 or more per computer per month!

Additional Services

Technical support

All **PROACTIVE** and **PROACTIVE+** clients have access to **priority** technical support (9:00–5:00 M–F or 24/7). Clients without a Proactive Service plan will receive **non-priority** technical support (9:00–5:00 M–F only). Before/after hours or weekend service is available at time-and-a-half rate.

Scheduled on-site services

As we've always done, time for à la carte on-site services such as new system set-up are billed hourly (9:00–5:00 M–F + trip fee).

Contract or hourly service plans

Reduced hourly-fee services are available in 10-, 20-, or 30-hour increments or for contracted services.

Annual business review

Available for **PROACTIVE+** customers only; Central Coast will provide custom consulting on how you can grow business through technology.