Technical problems can be frustrating. Contacting Technical Support should not be.

SUPPORT DESK:

Hours: Monday - Friday 8:00 AM to 5:00 PM

OK: 918-436-1830 **AR**: 479-783-6111

Toll Free: 1-800-937-4129 (Choose option 2 for Support)

Email: support@dcrinc.net

Telephone Support:

Our friendly, knowledgeable Support Desk staff will work with you to troubleshoot and resolve your problem.

Remote Support:

Using a convenient, secure, remote support tool to connect to your computer we solve problems quickly, saving you time and money. This only occurs with your authorization, protecting you from unapproved access.

Email Support:

Client's may submit general support requests via email. Our Support Desk staff will contact you for the details of the problem and to perform troubleshooting.

Onsite Support:

Our onsite support is available as needed or through regularly scheduled visits.





IT Solutions Services 1204 N. Pocola Blvd., Pocola, OK 74902

Experience the DCR Difference!

Backup Monitoring:

- Verify backups are working properly
- Address Issues
- Verify backup software is up-to date
- Report of backup status or issues addressed provided.

Restore Verification:



- Confirm data can be restored
- Address Issues
- Report restore status or issues addressed provided.

Proactive Device Monitoring:



- Monitor servers, computers, Internet service, websites, and other networks devices daily.
- Identify potential problems before they become critical.

Security Software Check:



- Review Anti-Virus/Spyware console and reports to confirm protection is current.
- Machines not current or that exhibit infections are reviewed and corrective action is taken as determined by the client.
- Summary of security software status and work performed is provided.

Router/Firewall Device Monitoring:



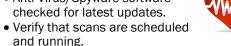
- Review device status, logs, and reports for errors or issues.
- Firmware & system updates needed for security are downloaded and installed as necessary.
- Summary of work performed & security status is provided.

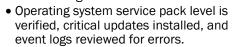
Preventative Maintenance Cleaning:

- Ensures servers and workstations are maintained.
- Internal components are dusted to avoid overheating or static charge.
- Inspected for visible wear and damage

Server Health Check:

- Backup check and restore test.
- Anti-Virus/Spyware software checked for latest updates.





• Hardware sweep performed to review drive utilization and RAM installed.

Bundle Support Agreements

Coverage:

- Hours that never expire.
- Reduced hourly rate.
- Convenience of phone, email, remote or onsite support.
- Telephone and Remote Support: Billed in 5 minute increments.
- Onsite Support: Minimum one-hour charge and billed in 15 minute increments after the first hour.
- After Hours and Weekend: Billed at the appropriate overtime rate.



*Normal Hourly Rate is \$120.00

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12 HRS	@ \$108.00/hr	\$1296.00	= \$144.00 Savings	
24 HRS	@\$106.00/hr	\$2544.00	=\$336.00 Savings	
48 HRS	@\$105.00/hr	\$5040.00	= \$720.00 Savings	
96 HRS	@\$102.00/hr	\$9792.00	= \$1782.00 Savings	

Features & Benefits

12/24 Hour Bundle	48/96 Hour Bundle
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^{*}Non-Bundle Agreement Clients & 12/24 Hour Bundle Client's may receive emergency 24/7 support at our normal overtime rate + \$100.00.