

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@dcrlinc.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.

Design. Build. Secure. Maintain.

CONTACT US
1204 N. Pocola Blvd.
Pocola, OK 74902

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AR: 479.783.6111
Toll Free: 1.800.937.4129

Follow us:



DCR

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.
- Verify that scans are scheduled and running.
- Operating system service pack level is verified, critical updates installed, and event logs reviewed for errors.
- 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

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

Bundle Agreements	12/24 Hour Bundle	48/96 Hour Bundle
Hours Never Expire	•	•
Reduced Hourly Rate	•	•
Unlimited Telephone/ Remote Support	•	•
Onsite Support	•	•
Software Licensing/ Warranty Maintenance	•	•
Monthly Usage Report	•	•
Annual Review	•	•
24/7 Technical Support*		•
Assigned Senior Engineer		•

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