

Helping Businesses Harness Technology

BTMS: *Biz Tech Managed Services for S.O.H.O.* *(Small Office Home Office) Computers & Technology*

The *Next* Generation of I.T. Support Services for *Today's* Computers and Servers

Introduction

(This document describes BizTech Helpers' Managed Services plans for small and home-based business users and professionals, up to 9 users. Businesses with 10 or more users can use this as a guide to the services but will need to contact us for a customized quote or proposal. Also, if you are a computer user using devices strictly for personal use, please refer to similar document for that segment)

Computers need periodic monitoring and maintenance, just like cars need safety checks, oil changes and tune-ups. With recent focus on computer and data security due to widespread hacking, properly securing computers with anti-virus and anti-malware as well as keeping up to date on security patches, has become an important basic step. Not doing so could cause your computer to become compromised or may cause a breakdown when it is least expected or most damaging. As a small or home-based business or professional user, you likely don't have in-house I.T. staff to do this. Even if you use your time or your staff to do this, the preventive maintenance and monitoring can consume productive time of your staff. If you don't have the time or skill to do the monitoring and maintenance, why not let a professional handle it?

This is why Biz Tech Helpers came up with its BTMS support plans that you should consider, to protect/enhance computer and data security. There are 2 levels of support plans that are of interest to SOHO users- BTMS Basic and BTMS Basic+Remote. Please continue to read the detailed description below. The SOHO plans are typically intended for customers with up to 4 active users and no "Server" PC on-site, however there may be exceptions.

BTMS Basic: Biz Tech Managed Services for PC/Mac Desktops & Laptop Computers

BTMS Basic is a subscription plan that includes services that will predict and possibly prevent failures and crashes of computers and loss of critical user data, such as documents, pictures and music. All this is possible at a low cost due to automation of previously manual and time-consuming checkups. On-demand service is provided with higher priority than to non-subscribers. (In the following description, PC refers to both Windows and Macintosh personal computers.)

BTMS Basic provides these services and benefits:

1. Continuous monitoring using software "agents" installed on target PCs and servers. These agents are in turn monitored 24x7 by qualified network engineers.
2. Monitoring antivirus program updates and scans.
3. Monitoring anti-spyware software and scans.
4. Monitoring and management of patches and updates provided by Microsoft/Apple for security and compatibility.
5. Monitoring of disk space, hard disk health and memory utilization.

6. Weekly tune-ups including deleting of temporary files and debris collected during normal use.
7. Inclusion of antivirus and antispyware licenses (\$79 per year value, per covered PC).
8. Tracking of hardware and software assets.
9. Remote access to your PC for instant or scheduled support.
10. Remote Access to your PC from remote locations using a web browser.
11. Monthly reporting of all activity and PC health.
12. Any remote labor to address and resolve issues relating to Operating system patching, security updates and security software provided, is included.
13. NEW FOR 2022- DNS filtering service to protect users from going to known malicious sites and hosts. (\$2.00/user/mo. Value)
14. Subscription to Password Boss top-rated password management software for personal computers, tablets and smartphones. (\$4.00/user/mo value, offered free for 3 months.

What is NOT covered in *BTMS Basic* monthly charges?

The charges for following items are not covered under the BTMS plans. This list is representative of common items and not meant to be exhaustive:

- 1) On-demand troubleshooting for user issues and project work is available at discounted labor rates.
- 2) Any services rendered on-site.
- 3) Routine user administration (adding /deleting users), network administration, resetting passwords
- 4) Installing or upgrading applications (billing software, business contact management, etc.)
- 5) Resolving user email issues, migrating to new email services
- 6) Operating system upgrades
- 7) Hardware upgrades and repair costs- parts and labor.
- 8) Addition of new PCs, printers or other hardware.
- 9) Setting up and troubleshooting Internet access.
- 10) Software licensing costs.
- 11) Troubleshooting applications such as- MS Office, iTunes, DVD players, Quicken, QuickBooks, Act!, etc.

Items not covered such as those listed above are charged at our **discounted** labor rates. This amounts to 20% discount off our regular labor rates that we charge to non-subscribers. Rates may change at any time and you will be notified when they do.

[BTMS + Remote Option \(BTRS\)](#)

The Plus (+) level, called *BTRS* provides all benefits of the *BTMS Basic* plan, but includes all labor charges for any service events or requests relating to covered computers. Most support is rendered via phone or by remote access to the PC. If the PC cannot be accessed remotely, the user can either bring in the PC to our shop, or request on-site support, and shop or onsite services are offered at a 25% discount off our regular labor pricing.

We recommend that all devices connecting to your network be included in any plan, as security cannot be managed otherwise. (3-month commitment required.) Network Security Appliances (Firewall/routers) are covered for \$39 or \$69 per month. Small basic servers, if any, are also covered for a fee of \$99 and up under this plan.

What is not included in **BTRS**?

- Dispatch fees (Zone 1- \$50, Zone 2- \$75) and support rendered on-site.
- Parts costs for repair or upgrades.
- Software licensing costs.
- Support for LOB (Line of Business) Software, unless added on as a line item on the agreement.
- On-site service labor. Discounted **20%** off our non-contract rates.

BizTech Managed On-Line Backup (BTMOB)

As an add-on to BTMS or provided separately, Biz Tech Helpers is offering managed backup services of your valuable data. We can manage your local backups and provide a managed solution for on-line data backup. A unique benefit of our service is a personalized setup and recovery help when needed. You interact with one of our staff when you need your files recovered, not just a web interface. Online versions of your files are retained for 1 year, so we can recover a version that was modified up to a year ago. Alerting for failed or problems with backup is included.

A higher level of backup for servers and SQL/Exchange is also available. Please contact us for more information.

BizTech File Sync and Share (BTFSS)

Sync and Share allows user to sync their files to the cloud and share them in an encrypted and protected way with employees, team members and external collaborators. It is a great way to keep an updated set of files and folders on multiple devices, such as a desktop and laptop for same user. In addition, the BTSS platform provides a backup function in that the files are backed up in the cloud and old versions are available for recovery. It is a cheaper alternative to our BTMOB, but does not provide the management/monitoring/alerting function.

Other BTMS Subscriber Benefits:

Besides the main benefit of better performance and increased security for your PCs, here are additional benefits enjoyed by our subscribers.

- Service is provided with higher priority than to non-subscribers. Often times right away!
- 25% discount on labor charges for items not covered.
- In event of malware infection, we will clean up the PC or Mac using software already installed on PC under the BTMS program. All labor is included if service is provided remotely or in our shop.
- We keep accurate information about your computing environment- your PCs, network, security keys, etc. This allows us to provide service more efficiently and reduce your computing support costs. We keep detailed notes of all service events, again allowing for better service by different technicians.
- Quick consultations such as phone calls or email responses (under 10 minutes) are free!

Costs

Here is a summary of costs relating to BTMS/BTRS and add-on services.

Description of Service	One-time Setup Fee, Per User/Device	Monthly Support Plan Fee
BTMS Basic, per PC charge 10% discount available to retired seniors.	\$25	\$ 29.95 (business use), \$24.95 (Personal use)
BTRS- First User/PC or Essentials server	\$25	\$ 69 - \$ 199
BTRS, Secondary PC for any user (e.g. a laptop used when traveling).	\$25	\$ 15
BTRS, Additional Users	\$25	\$ 69
BTMS Basic or BTRS Account Setup and Onboarding	\$199	--
Removal of current antivirus/anti-malware packages	\$20	--
Add-Ons to BTMS Support Plans		
Firewall Manage (Does not include Manufacturer support, warranty extension and Unified Threat Management (UTM) bundle. This will be quoted based on current rates from the Firewall Vendor)	--	\$ 29, up to 3 users \$ 39 + (4 – 20 Users)
Network Infrastructure & Peripheral Support (Internet modem, switches, Wi-Fi Access Points, Printers, scanners, storage, etc.)		Ask for quote. Ranges from \$50 to \$250 p.m.
Line of Business Software support (in conjunction with software vendor support plan or contract)		Ask for quote
Onsite Coverage Rider. All labor covered under BTRS , but also when performed on-site. Dispatch fees are waived also. Onsite Rider not available for BTMS Basic plan.		Ask for quote
Overtime coverage rider- expands hours of coverage from 8 x 5 (9 AM to 5 PM, M-F) to match client's extended business hours.		Ask for quote
Add-On Managed Backup Solutions		
BizTech Managed Online Backup BTMOB (rates discounted 20% for BTMS/BTRS. 1 year retention of old versions. Storage is aggregated over all devices.	\$ 50	\$25 per month per device for unlimited cloud and local backups
BTMOB for Servers, includes unlimited cloud storage, local backup, and local or cloud virtualization for disaster recovery. Local backup appliance provided for one-time cost or additional monthly subscription cost. Contact us for quote for your network.		\$ 250/mo. For unlimited cloud and local storage.

BizTech File Sync & Share (BTSS). Rates shown are discounted. Pricing is per user. Additional storage is charged @ \$0.35/GB. Unlimited storage plan is offered for 5 or more users.	\$ 50	\$ 7/mo. up to 10 GB \$ 25/mo. up to 100 GB \$50/mo. unlimited.
Password Management Tool (Password Boss) valued at \$4 per user/month. Free for 3 months.	\$50/user	Included
DNS Filtering for better protection against malicious sites and hosts (\$2.00/device/month)	Included	Included

Signup and Billing Details for [BTMS](#), [BTRS](#)

- Subscription fee can be automatically charged to bank account with autopay (or to credit card for convenience 3% surcharge)
- There is also an option to pre-pay one year by check, which can save you money by getting 5% off.
- Billing of other activity can also be done monthly. No retainer or deposit needed!
- Discounts on other services, such as new PC setup, shop repair, etc..
- BTRS requires a 3-month commitment and monthly minimum billing of \$100.
- On-site Labor Charges: (If on-site rider is not selected)
Minimum 1-hour charge applies, followed by quarter-hour rounding. Option may not be available outside current service area. Call us for details.
- Remote Support Labor Charges (BTMS Basic only):
Any request that takes more than 10 minutes to resolve will be charged the minimum ½ hour followed by ¼ hour. Support will be provided via telephone, email or via remote connection to your PC or network.
- Emergency (4-hr), evening or weekend Response:

Normal response is next-business-day. There is a surcharge of 50% to the discounted labor rates if user requests that work be done during evening, weekend or, in some cases, same-day/emergency. There is no surcharge for planned maintenance work done remotely. Our normal business hours are 9 AM to 5 PM, M-F, excluding 6 national holidays. Evening hours extend to 10 PM and Weekend hours are from 7 AM to 10 PM. We will seek pre-approval for any surcharge, if applicable.

Conclusion

The [BTMS Basic](#) and [BTRS](#) plans can provide great value to Small and/or Home-Based businesses and professionals. These business owners need their technology to workday in and day out, and feel their time is best spent in tending to their business and not fighting with tech issues. Having a trusted, local IT support company to provide a personalized set of technology services, with option of having on-site or carry-in support is, we believe, a highly desirable service offering not easily found in this area or available via the Internet.

[BTMOB](#) provides peace of mind knowing that your files and data are encrypted during transit and on the cloud. BTMOB provide protection against any kind of disaster.

See next page for Weekly and Daily maintenance and monitoring tasks performed by the automated agent.



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Appendix: BTMS/BTRS Automated Preventive Maintenance Schedule- PC Desktops/Laptops

PCs and Macs under our BTMS Maintenance Plan will be automatically checked and tuned-up as per the following schedule. All of this happens thru an automated agent without disrupting your use of the PC, in the background. Should any issue need manual intervention, we will contact you to arrange a mutually convenient time to work on it.

Weekly Tasks

	S	M	T	W	R	F	S
Hardware and Software Asset Data Collection  		✓			✓		
Collects Microsoft Product Key 		✓			✓		
Collects Warranty Information 				✓			
Temp File Deletion 				✓			
S.M.A.R.T. Data Collection 		✓			✓		✓
Agent Health Check 	✓						
Log File Cleanup 	✓			✓			

 = Windows
 = Mac

Daily Tasks

Logical Drive Data Collection  every 2 hours	Antivirus Definition Checks   every 4 hours
Low Disk Space Check  once daily	Malwarebytes Update Checks  every 4 hours
System Uptime  every 2 hours  every 30 minutes	Pending Job Manager   every 30 minutes
Backup Software Monitoring  every 2–6 hours	LogMeIn Installation  every 4 hours
Patch Deployment Config Check   every 60–90 minutes	Script Template Download   every 4 hours
Patch Assessments*  once daily (2:30 AM)  once daily (10:30 AM)	Log File Cleanup  every 8 hours

* Local machine time. Third-party patch assessment runs at 3:30 AM. Additional patch assessments may run during patch deployment configuration checks.