

BTMS: *Biz Tech Managed Services* *for Personal Use Computers at Home*

The *Next* Generation of IT Support Services for *Today's* Computers

Introduction

(This document is intended for users of personal computers for **non-business** use, including use by retired seniors. The services described below are the same as those offered to our business customers, but simplified offerings at lower price points.)

Computers need periodic monitoring and maintenance, just like cars need safety checks, oil changes and tune-ups. There is a huge focus on computer and data security due to malware-based 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 residential user, you may have a friend or young person who is willing to help, but why not let a professional handle it for you? That option has been out of reach for many, and we aim to change that.

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 likely **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. These agents are in turn monitored 24x7 by qualified network engineers.
2. Monitoring antivirus/anti-spyware program updates and scans.
3. Monitoring and management of patches and updates provided by Microsoft/Apple for security and compatibility.
4. Monitoring of disk space, hard disk health and memory utilization.
5. Weekly tune-ups including deleting of temporary files and debris collected during normal use.
6. Inclusion of antivirus/antispyware licenses (\$79 per year value, per covered PC).
7. Remote access to your PC for instant or scheduled support.
8. On-demand troubleshooting for user issues and project work is available at discounted labor rates via remote-access or on-site services. Our normal labor rates are discounted by 25%.
9. One free on-demand in depth malware/virus scan during contract year.

What is not covered in *BTMS- Basic* monthly charges?

The charges for following items are not covered under the BTMS Basic plans. Items not covered, such as those listed below 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.

This list is representative of common items and not meant to be exhaustive:

- 1) Any services rendered on-demand whether remote or on-site.
- 2) Installing or upgrading software applications
- 3) Resolving user email issues, migrating to new email services
- 4) Operating system upgrades
- 5) Hardware upgrades and repair costs - parts and labor.
- 6) Addition of new PCs, printers or other hardware.
- 7) Setting up and troubleshooting Internet access.
- 8) Software licensing costs.
- 9) Troubleshooting applications such as - MS Office, iTunes, DVD players, Quicken, etc.

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. Oftentimes right away!
- 20% 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 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.
- Discounts on other services, such as Biz Tech Managed On-Line Backup (BT-MOB).
- Quick consultations such as phone calls or email responses (under 10 minutes) are **free!**

Costs (Per PC or Mac)

Signup and Billing Details for *BTMS*

- Annual rate for prepay by check is \$300.00. Retired seniors who use their computers mainly for Internet and email may qualify for lower rate of \$240 per year.
- A monthly subscription plan is available for \$26 per month (\$22 per month for retired seniors).
- Automated payments through our portal are encouraged.
- 2022 discounted rate for billable service labor is \$112/hour (as compared to non-BTMS customer rate of \$140/hour).

- On-site Labor Charges:
Minimum 1-hour charge applies, followed by quarter-hour rounding. Option may not be available outside current service area.
- Remote Support Labor Charges:
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 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.

Option and Add-ons to the BTMS Basic Plan:

BTMS+Remote Helpdesk

As an add-on to [BTMS](#), we offer a Remote Option (Help Desk). All labor charges for any service event or request that can be handled remotely is covered in full. 2022 pricing for this coverage option including Basic services for our [BTMSS](#) customers is \$39/month for the first PC, and \$15/month for an additional device for the same covered user.

Biz Tech Managed On-Line Backup

Another add-on to [BTMS](#) is our offering of **managed** backup services of your valuable data. We can manage your local backups as well as provide a managed solution for online 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. Please contact us for more information. Pricing starts at \$25/month for unlimited cloud storage capacity. Our backups will back up your entire computer storage (available for PCs only).

Malwarebytes Anti-Malware

Additional active protection from Malware can be added by adding a subscription to Malwarebytes at a discounted rate of \$36 per year per device. Additional devices are \$18 per year.

Appendix:

BTMS Preventive Maintenance Schedule - PC & Mac 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.

DESKTOP AGENT SCHEDULE

🍏 - Mac 🌐 - Windows

DAILY TASKS

Agent Auto Update Check

🍏 once daily
🌐 twice daily

Vipre Active Protection

🌐 once daily

Log File Cleanup

🍏 every 8 hours

AV Definition Checks and Updates, Malwarebytes Definition Update and Flash scan

🌐 every 4 hours

AV Definition Checks

🍏 every 4 hours

Script Template Download

🍏 🌐 every 4 hours

Time Machine Backup Monitoring

🍏 every 4 hours

LogMeIn Installation

🍏 every 4 hours

Backup Software Monitoring (Shadow Protect and Vault Logix)

🌐 every 2 hours

Low Disk Space

🌐 every 2 hours

Auto OS Patch Deployment

🍏 🌐 every hour

Third Party Patch Deployment*

🍏 🌐 every hour

System Uptime

🍏 every 30 minutes
🌐 every 2 hours

Keep Alive (Live Status)

🍏 every 15 minutes
🌐 every 30 minutes

Job Manager

🍏 🌐 every 30 minutes

WEEKLY TASKS

	S	M	T	W	R	F	S
Hardware and Software Asset Data Collection 🌐		✓			✓		
Collect Microsoft Product Key 🌐		✓			✓		
Collect Warranty Information 🌐				✓			
Temp File Deletion 🌐			✓			✓	
S.M.A.R.T. Data Collection 🌐		✓			✓		
Patch Assessment 🍏 🌐				✓		✓	🍏
Log File Cleanup 🌐	✓			✓			
Patch Deployment* 🌐	✓	✓			✓	✓	✓

*Mac OSX and Third Party Patch deployment is defined by Partners in the ITSupport Portal.