

ProactiveIT² Package Comparison

For Businesses without Full-Time IT	Silver	Gold	Platinum
24/7 Monitor and Alert	☑	☑	☑
Patch Management	☑	☑	☑
Periodic File Restore Test	☑	☑	☑
Web Ticketing System	☑	☑	☑
Regular Server Maintenance		☑	☑
Regular Exchange Maintenance		☑	☑
Regular Network Device Maintenance		☑	☑
Quarterly Reporting		☑	☑
Quarterly Senior Engineer Review			☑
Remote Support			☑
Remote Help Desk			☑
Onsite Support			☑
Discount on Fee Based Work	5%	10%	n/a
Discount on Project Based Work	5%	10%	15%
Priority over non-contract	High	Higher	Highest



On Time, In Budget, Beyond Expectations