VALLEY TECHLOGIC

Our Good, Better, Best Approach

1 — Good

We believe in helping businesses thrive through technology. If your business is being serviced by Valley Techlogic, any plan you choose is going to be a great one. The level of service each plan provides is dictated by the needs of your business, because at Valley Techlogic we know every business is unique.

2 — Better

We strive to have forward thinking features in each one of our plans, but because we know every business is different we know the IT service level required for optimal performance is going to vary. Our first interaction with you will be to determine the service level needed for YOUR business.

3 — Best

We developed these plans with a "Good, Better, Best" mindset in the forefront, the good plan has less features then the best plan but it might still be the best fit for your business. We will never recommend more services than you need but we *will* recommend a plan that gets your business's technology to where it needs to be.

FOR MORE INFORMATION ON OUR PLANS VISIT

VALLEYTECHLOGIC.COM/OURPLANS

TechCare Remote

Key Features

Emergency Support

24/7 emergency support is available in this plan.

Help Desk

ALL of our plans include help desk that is routed through our dedicated dispatcher.

We recommend this plan if you're only looking for remote support and/or as an assistance to existing IT.

Low Cost

As our entry level plan, it has the lowest cost to entry of all three plans.

Remote Support

While this plan doesn't include onsite, it does include phone and email support.

Plan Summary

This is our entry level plan. This plan includes unlimited help desk support and access to 24/7 emergency support as well as some limited cyber security features.

Features include:

- Lowest cost of entry of all 3 plans
- Access to 24/7 Support Available
- Unlimited Email & Phone Support Included
- Limited Cyber Security Features Included
- Flat Cost for Computer Replacements Setups

What to Expect
At The Start of Services

We strive for a 30 day start to finish roll out for all new clients, your business's personal implementation schedule will be outlined in your proposal.

We provide a written proposal as well as a digital or in person presentation of our services where we can address any of your concerns or questions.

Following the presentation we will conduct an assessment to give you the most accurate idea of pricing for the plan you choose. As such, pricing is available upon request.

TechCare Complete

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Key Features

Cyber Security
Some of our core cyber security features are included in this plan.

Help Desk
ALL of our plans include help desk that is routed through our dedicated dispatcher.

Our mid tier plan, it includes onsite support but less cyber security features, and your service requests will have less priority then our top tier plan.

Emergency Support
24/7 emergency support is available in this plan.

Onsite Support
Includes onsite support as well as a higher priority of support than our entry level plan.

Plan Summary

A step above our TechCare Remote plan, this plan includes onsite support in one monthly billing package. You also have access to a higher tier of support and more cyber security features.

Features include:

- Includes all the features of TechCare Remote
- Access to a Higher Priority of Support
- More Predictable Billing Because All Support is Included
- Onsite Support and Computer Replacement Setups Included
- Security Risk Management Included

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Managed IT Department

VALLEY TECHLOGIC

Key Features

Highest Priority Support
This plan includes our HIGHEST priority of support.

Help Desk
ALL of our plans include help desk that is routed through our dedicated dispatcher.

Our best plan, it includes the most robust set of features and encompasses all of your business's IT needs.

Full Cyber Security Suite
Includes all of our available cyber security features.

Emergency Support
24/7 emergency support is included in this plan.

Plan Summary

Our top plan covers everything the other two do as well as adding unlimited onsite and remote support and an advanced cyber security package. It's like having a full service IT department for a fraction of the cost. Know exactly what your IT budget is every month.

Features include:

- As a Managed IT Department Customer you'll receive our Top Priority Support - Always First in Line
- Includes all the features of TechCare Remote
- Advanced Cyber Security Package Included with features such as Adherence to the NIST Framework, M365
- Cloud Security/Backups & Threat Detection Reporting
- Features the most predictable billing because of that's included included.

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