

RST

COMPUTER SERVICES
SINCE 2001

Customized IT support to
keep your business
systems running optimally

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RST Computer Services

4801 Lesa Place
Yorba Linda, CA 92886

rtingley@rstcs.com - (714) 993-3938
www.rstcs.com

Managed IT Services

RST Computer
Services

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Reliability - Experience - Integrity - Value

No matter how you choose to use our services, you can count on the type of quality IT support that your business demands!

Take a look at our [3 support options](#) on the following pages. We would love to discuss with you which option is right for your business!

Call or email us at your convenience!



Responsive

Hourly Time & Materials

Highly skilled and trained technicians provide prompt and courteous on-site support for all of your IT needs. Whenever you need help, we will be there to meet your needs. Services are **billed on an hourly basis**.

Key Benefits:

- * Prompt, reliable resolution of problems as they arise.
- * You have the benefit of highly skilled staff that are trained in industry best practices.

Considerations:

- * No proactive monitoring of backups, potential hardware failures, virus protection, etc. These things are only checked when you call us therefore there is significantly more risk of lost data or extended outages.
- * No installation of security patches and firmware updates unless they are scheduled. This leaves your network more vulnerable between updates to various attacks that exploit these weaknesses. Also, your staff is impacted while updates are being done on-site.

Pro-Active

Unlimited Remote Support

Includes all benefits of the "Responsive" option, and also includes unlimited remote monitoring and support of your computer network. Remote monitoring, maintenance, and support is one **flat monthly fee**.

Key Benefits:

- * Allows us to be proactive by actively monitoring your network and resolving problems before you are aware that there is an issue.
- * Allows us to connect remotely to your computers, eliminating most trips on site to more quickly resolve issues.
- * Allows us to install security patches as soon as they are available rather than monthly or quarterly; after hours, so your staff productivity is not impacted.

Considerations:

- * If problems are not able to be resolved remotely, the required on-site visit would be an additional charge.
- * Some devices like phones, tablets and some security DVRs are not able to be supported remotely.

Full-Service

Unlimited Remote and On-Site Support

Includes all benefits of the "Pro-Active" option, and also includes unlimited on-site support. Remote AND on-site monitoring, maintenance, and support is one **flat monthly fee**.

Key Benefits:

- * Provide industry best practice IT support to your business at a significantly lower cost than hiring your own IT staff.
- * Your IT environment is fully supported both remotely and on-site for 1 flat monthly fee.
- * Budgeting your IT expenses is much easier, eliminate the ups and downs of expenses month to month.
- * Allows your staff to get the support they need when they need it rather than asking them to hold problems until there is a long list or until budget allows.

Considerations:

- * New equipment, software, and projects would be an additional charge billed at standard rates.