

ArcSource Care

Preventative maintenance packages to fit your needs and budget.

Package	Time	Features
Basic	.25 hours per workstation .5 hours per server	<ul style="list-style-type: none"> • Dedicated ArcSource Consultant • 1 Monthly visit • Detailed service reports • Updates, reviews and scans for viruses and spyware • Review server event logs • Check data storage capacity
Standard	.5 hours per workstation 1 hour per server	<ul style="list-style-type: none"> • All features of Basic package • 1 Discounted tech support call per month • Install critical OS updates and security patches • Disk scan and repair • Quarterly disk defragmentation • Monitor server health and responsiveness • Backup system review • IT Resource Binder
Full	1 hour per workstation 1 hour consultation 1.5 hours per server	<ul style="list-style-type: none"> • All features of Standard package • 2 Monthly visits • 3 Discounted tech support calls per month • Monthly disk defragmentation • Individual workstation event log reviews • Extended system troubleshooting
Premier	1.25 hours per workstation 3 hour consultation 2 hours per server	<ul style="list-style-type: none"> • All features of Full package • 5 Discounted tech support calls per month • Network map • Data archiving • Priority onsite tech support • Purchasing and budgeting • Web hosting, FTP & email • Security review • Disaster recovery review • System improvement projects