



Quixotic Computing

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PC Sentry Technology Plans

Technology Plans offered by **Quixotic Computing** provide the following:

Initial System Tune-Up & Assessment

- **FREE** computer tune-up – a \$135 per system value!
- **FREE** Remote Help Desk installation and annual subscription – a \$50 per system value!
- **FREE** Infrastructure Assessment and Recommendations – a \$250 value!
- **FREE** Documentation Package – a \$300 value!
- **FREE** Disaster Recovery Planning and Recommendations – a \$250 value!

Performance Monitoring

- Continual monitoring and Evaluation of system performance & stability
- Notification of when notable issues arise with your system
- Automatic resolution of some detected errors; others handled via Technical Help Desk

Technical Help Desk

- Our professionals are available during standard business hours via phone to address your computer issues (after hours and weekend calls use allocated hours)
- As necessary, we can remotely access your system to resolve many of the typical issues you experience with your computer
- Unlimited number of telephone and Remote Help Desk calls per month

Priority Onsite Support

- When problems cannot be resolved telephone or Remote Help Desk, our professionals will come to your location to address the problem in person
- All Onsite Trip Charges waived – a \$35 per visit value!
- Allocated hours provided under each plan allow for onsite visits each month; additional hours outside of those covered under each service plan are billed at our lower than industry standard service rate
- If multiple systems are covered under service plans, their Priority Onsite Support hours are pooled together and can be used against any covered computer