

**Other Services &
Products we
provide:**

Repair: Drop off or On-site

*Software: Office Productivity/Utility/
Accounting/Communications/Antivirus/
Educational/Academic/Games*

*Hardware: Quality Brand Names/
Great Prices/Service Second To None!*

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SPRINT WIRELESS INTERNET

1385 Triad Center Drive
St. Peters, MO 63376
Phone: 636-441-3420
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1-800-73-SW2GO
Email: info@software-to-go.com
www.software-to-go.com



**Annual
Maintenance &
Consulting
Programs**

**LET US HELP YOU
CHOOSE A SERVICE
PLAN TO KEEP YOUR
BUSINESS RUNNING
SMOOTHLY ALL YEAR
LONG!**

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“THE SYSTEM IS DOWN!”
“MY COMPUTER IS
RUNNING SLOW!”
“WE LOST OUR DATA!”
“WE NEED HELP!”

How many times has your computer crashed, had a virus, lost a file, slowed down for no apparent reason?

What are you going to do now? Time is money and you're losing both by the minute!

Software To Go has your solution. We can put our 29+ years of technical experience to work for you and get your system diagnosed and repaired as quickly as possible, and it's as easy as making a phone call.

Software To Go offers a number of service programs to our customers who need to know that when a technical, hardware, or even software problem arises, they can count on someone with the necessary expertise to show up on-site and get the repair process underway as quickly as possible.

Not every problem can be fixed immediately, but as a service contract holder you are guaranteed to have one of our repair technicians at your business in a timely fashion. Contract holders take precedence over all “over the counter” repairs at our headquarters, which means getting you up and running the highest priority for us.



When the computer is sick, remember that Software To Go is one doctor that still makes house calls!

Annual Maintenance & Consulting Programs

Software To Go offers four different options for maintenance and consultation contracts. All contracts are billed by man-hours, not actual hours. This assures you the fastest possible resolution to all types of problems since we can utilize whatever manpower is required to quickly and correctly fix system problems. This also allows for quicker response times, in most cases within 2 - 4 hours. Briefly, these four options are:

Repair and Preventive Maintenance Services Level C

Includes: Telephone and on-site support for diagnosis and repair, configuration, upgrade, maintenance, consulting and technical support as needed up to and including 36 hours/year. Total yearly cost: \$3850. Each man-hour after 36 billed at \$105/hour.

Repair and Preventive Maintenance Services Level B

Includes: Telephone and on-site support for diagnosis and repair, configuration, upgrade, maintenance, consulting and technical support as needed up to and including 60 hours/year. Total yearly cost: \$5175. Each additional man-hour after 60 billed at \$85/hour.

Repair and Preventive Maintenance Services Level A

Includes: Telephone and on-site support for diagnosis and repair, configuration, upgrade, maintenance, consulting and technical support as needed up to and including 100 hours/year. Total yearly cost: \$8275 Each additional man-hour after 100 billed at \$80/hour.

Emergency & Reserve Services - Includes: Emergency repair & technical support services. Total yearly cost: \$879. This option is specifically designed for customers who have in-house computer departments but require back-up in case of major failure.

All Maintenance and Consulting contracts must be pre-paid and are subject to credit approval before we can make our first service call or consultation.

Any required replacement or upgrade parts would be billed separately, after approval of their purchase and installation by the contract holder.

Normal maintenance of systems would be performed on all covered machines on a quarterly basis as part of Options 1, 2 & 3 and the man hours required deducted from the total remaining. Normal maintenance would include:

- Physical cleaning of units, keyboards, and printers
- Defragmentation of data
- Hard drive diagnostics
- Removal of old software versions
- Temporary files and error files cleaning
- System & application updates

Also included would be a full virus check of all data using professional grade antivirus software. Virus signature updates to any major virus software package will be verified or installed on each machine quarterly.

If you have any questions or would like to talk to someone about a contract proposal contact:

Daniel Herberg
or
Dan Jones



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