

What our Support Packages include	PAYG	Standard	Professional	Premium
Rowleys IT Support				
Access to Fully Qualified Technicians	√	√	√	√
Log support requests via phone, email or online	√	√	√	√
Discounted Hourly Support Rate	x	√	-	-
Dedicated Account Manager	x	√	√	√
Support Benefits				
Competitive Hourly Support Rate	√	√	-	-
Reduced Hourly Rate for On-Site Support	X	√		
Unlimited Remote Support	X	√	√	√
Unlimited On-Site Support	x	x	√	√
IT Security & Policy Management		√	√	√
Guaranteed 4 Hour Response		√	√	
Guaranteed 2 Hour Response				√
Server Monitoring			√	√
Support for Microsoft Server 2000/2003/2008		√	√	√
Levels of Service				
Priority Support		√	√	√
Support for Microsoft Exchange		√	√	√
Support for Microsoft SQL Server		√	√	√
Installation of System Updates/Patches				√
New Hardware/Software Installation				√
Full Monthly Support Reports			√	√
Support for Emails on Mobile Devices				√
Monthly PC Tune-Ups				√
Custom Network/Server Monitoring				√
Free Critical Loan Equipment			√	√