

# TechWatch

Premier Business Computer Maintenance Plan



**Professional IT Help Desk**  
Priority On-Site & Remote Support



**Real-time Connection & Server Monitoring**  
24/7 Uptime Monitoring.



**Operating System & 3rd Party Patch Management**  
Servers & Workstations.



**Active Directory Management & User Account Provisioning**  
Group Policy Management.



**Business Anti-Virus**  
Daily updates, Threat alerts, & 24/7 monitoring.



**Comprehensive Asset Management & Inventory**



**Security Policy Guidance & Enforcement**



**Security Mitigation Controls**  
Planning, Implementation, & Enforcement.  
Anti-virus, Updates, Application Whitelisting,  
& Administrative Rights Controls.

#### DISCLAIMER

**What is billable:** Major upgrades, PC replacements, extended support calls, new software, acquisitions & printers.

**Help Desk Hours:** Monday-Friday 8am - 5pm. *\*\*Emergency Support options available.*