

Full Stability Agreement

Full Service IT Solution

Reliable, System-Wide IT Stability

SWICKtech
I.T. Stability for your Business

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The SWICKtech Full Stability Agreement (FSA) provides a complete solution for those tricky IT gaps within your organization. SWICKtech uses advanced automation to monitor, predict, and prevent IT issues within your business, so you are free to concentrate on more important business activities.

The SWICKtech FSA is truly your full time IT solution. Reliable, full time, system-wide IT stability day or night, rain or shine, plus 24/7 critical support is just a phone call away. The FSA provides complete monitoring plus problem resolution for all your mission critical IT components, including cloud based resources, on premise servers, desktop support, mobile device management and network equipment management.

Full Stability Agreement Covered Items

- Advanced Email Monitoring
- Advanced Internet Monitoring
- Advanced Server and Desktop Monitoring
- Anti-Malware Licensing Cost & Management
- Anti-Malware Remediation
- Anti-Virus Licensing Cost & Management
- Anti-Virus Remediation
- Assessment and Site Surveys
- Asset & Inventory Management & Documentation
- Backup Monitoring
- Backup Remediation
- Best Practices Documentation
- Client Advocacy Pool
- Desktop/Laptop Management (Reboot Management of Covered Systems)
- Desktop/Laptop Monitoring
- Domain Registration/Renewal
- Email Availability Services (Backup, MX, Email Down Alert)
- Email Security (Spam, Virus, Web Security, Open DNS, Filtering, Categorizing)
- Hosted Management Portal
- HW/SW Solution Budgeting
- Integrated, Pre-Tested Solution
- IT Infrastructure Engineering Services (Network, Virtual, Server, Storage)
- Mobile Device Monitoring
- New User Directory/Email Setup
- Notification Management (SSL Certs, Domains, Warranty Licensing)
- Patch Management (Microsoft and Third Party)
- Powerful System-Wide Reporting Options
- Advanced Proactive IT Problem Prevention (Routine Maintenance, Monitoring, Root Cause)
- Project Consulting
- Remote Site Connectivity
- Remote Support
- Scheduled On-Site Help Desk
- Server Management (AD, DHCP, DNS, File, Print, Exchange Management Tools)
- Server Monitoring
- SWICKtech Agent
- SWICKtech Unlimited Help Desk
- Vendor Management (Carrier, Cabling, Voice, LOB)

Pre-paid Ad-Hoc Rollover Hours are available at a discount to address special projects, line of business application support or other out of scope services.



We'll get it right the first time!

At SWICKtech, we feel so strongly about the importance of ensuring your network systems are stable, we insist you accept this guarantee of our work.

We promise to perform our services right the first time, or we'll do them again at NO CHARGE. Should something go awry, we'll make it right for you, our valued client, on our dime.

