

ESP and FSA Services



**Sometimes you want the whole pizza,  
other times just a slice...**

*SWICKtech's ESP and FSA Services provide the perfect,  
**tailored** solution.*

**SWICKtech**  
I.T. Stability for your Business

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[SWICKtech.com](http://SWICKtech.com)

**SWICKtech offers two powerful solution packages providing rock-solid stability to your IT infrastructure, Essential Stability Protection (ESP) and Full Stability Agreement (FSA).**

Product/Service	ESP	FSA
Email Monitoring	Essential	Advanced
Internet Monitoring	Essential	Advanced
Server and Desktop Monitoring	Essential	Advanced
Anti-Malware Licensing & Management	4	4
Anti-Virus Licensing & Management	4	4
Assessment and Site Surveys	4	4
Asset & Inventory Management & Documentation	4	4
Best Practices Documentation	4	4
Client Advocacy Pool	4	4
Desktop/Laptop Monitoring	4	4
Email Availability Services (Backup MX, Email Down Alert)	Essential	Advanced
Email Security (Spam, Virus, Web Security, Open DNS, Filtering, Categorizing)	4	4
Hosted Management Portal	4	4
Integrated, Pre-Tested Solution	4	4
Mobile Device Monitoring	4	4
Patch Management (Microsoft and Third Party)	4	4
Proactive IT Problem Prevention (Routine Maintenance, Monitoring, Root Cause)	Essential	Advanced
Remote Site Connectivity	4	4
Remote Support	4	4
Server Monitoring	Essential	Advanced
SWICKtech Agent	4	4
Anti-Malware Remediation	8	4
Anti-Virus Remediation	8	4
Backup Monitoring	optional	4
Backup Remediation	8	4
Business Software Consulting	8	4
Client Advocacy - Dedicated Account Manager	8	optional
Desktop/Laptop Management (Reboot Management of Covered Systems)	8	4
Domain Registration/Renewal	8	4
HW/SW Solution Budgeting	8	4
IT Infrastructure Engineering Services (Network, Virtual, Server, Storage)	8	4
Line of Business (LOB) Application Administration	optional	optional
Mobile Device Management	optional	optional
New User Directory/Email setup	8	4
Notification Management (SSL Certs, Domains, Warranty, Licensing)	8	4
Powerful System-Wide Reporting Options	8	4
Project Consulting	8	4
Scheduled On-site Help Desk	8	4
Server Management (AD, DHCP, DNS, File, Print, Exchange Management Tools)	8	4
SWICKtech Unlimited Help Desk	8	4
Vendor Management (Carrier, Cabling, Voice, LOB)	8	4

**ESP – Essential Stability Protection**

ESP provides automated monitoring of your IT environment and alerts the appropriate internal IT staff about potential problems. ESP allows internal staff to focus on increasing profit while ESP offers baseline protection.

**FSA – Full Stability Agreement**

FSA is our most comprehensive program and can take the place of an entire, internal IT department. Our staff consistently monitors and proactively fixes all aspects of your IT infrastructure at a fixed monthly price.

**Our Guarantee**

**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.

**That's our promise, no fingers crossed.**

Hours can be purchased for special projects and those items not covered by agreements.

