HTS Virtual IT Essentials Service Plan combines many of the benefits of our Flat Rate Managed IT Service plan, with the flexibility of a pay-as-you-go service – all without sacrificing critical IT support. Virtual IT Essentials Service packages start at $349 for 10 desktops and 1 server per month. The small recurring fee guarantees that HTS is monitoring your network and performing routine and scheduled preventative network maintenance, including desktop optimization and security updates. As needed, you'll have access to a complete IT department including certified engineers, network managers, and a senior level CTO (Chief Technology Officer) on an hourly basis.

HTS designed Virtual IT Essentials specifically for:

▶ **Small offices** seeking more than just reactive hourly IT support, but not ready for dedicated and fully managed IT service.

▶ **Small organizations** with limited budgets not meeting the requirements for HTS's Flat Rate Managed IT Service, but want access to HTS's high level of customer service and experienced team of technicians.

▶ **Larger customers** that want the added resources of HTS's IT professional and state of the art remote monitoring and management tools to supplement their internal IT department

HTS Virtual IT Essentials Key Benefits:

Ensured Security, Productivity and Efficiency

⌄ Ensures end users productivity and up time through automated routine maintenance scheduled at specific intervals.

⌄ Scheduled anti-virus* updates, spyware removal and critical security patches deliver increased security and protection.

Maximized Network Performance and Uptime

⌄ Immediate and comprehensive network views coupled with automatic alerts prevent network crashes and downtime.

⌄ HTS is immediately alerted when your hard drive reaches 90% capacity. A full hard drive causes major server problems.

Live Access to Experience Technicians

⌄ Gain real time access to a team of world-class engineers for end users issues all the way to complex network problems.

⌄ Utilize a team of highly skilled onsite engineers that are scheduled based on your specific needs regardless of the technology issue.

Peace of mind for your small business

⌄ HTS uses best of class monitoring and management tools to keep watch

Peace of mind for your small business

HTS uses best of class monitoring and management tools to keep watch on your computers and network while performing regularly scheduled and automated updates.

The combination of HTS's highly trained technicians and advanced network monitoring tools not only save you time and money, but protect your business from unforeseen network down time and technology frustrations.

PC Maintenance	$349
Automated Scheduled Anti Virus Updates	✓
Automated Scheduled Spyware Prevention and Deletion	✓
Automated Temp File Deletion	✓
Automated Patch Assessments & Updates	✓
Comprehensive Tracking of all Softwre and Hardware on each Desktop/Laptop	✓
Detailed & Comprehensive Reports for Inventory & Preventative Maintenance Activities	✓
Server Maintenance	
Automated Daily Maintenance	✓
Database Size Monitoring	✓
Message Queue Monitoring	✓
Event Log Monitoring	✓
Service Monitoring	✓
Security Patch Management	✓
Service Patch Management	✓
Core Health Monitoring	✓
Virtual IT Essentials Service	
Live Help Desk Support	Hourly
Network Support and Administration	Hourly
Strategic Planning and Guidance	Hourly
Hosted Solutions (email, backup, spam filtering)	Hourly
Onsite Support and Projects	Hourly
Custom Development	Hourly