



# Peach iT Services

## Top 10 Items Covered by Our Support Ticket Options

### 1. Troubleshooting Computer Issues

- Resolving problems with slow or unresponsive computers.

### 2. Software Installation and Updates

- Installing new software or updating existing programs.

### 3. Email Setup and Support

- Setting up and troubleshooting email accounts, including Microsoft/Office 365.

### 4. Printer and Peripheral Setup

- Setting up and fixing issues with printers, scanners, and other peripherals.

### 5. Basic Network Connectivity Problems

- Fixing issues with internet or network connectivity.

### 6. Virus and Malware Removal

- Detecting and removing viruses, malware, and other security threats.

### 7. Password Resets and Account Recovery

- Helping reset passwords and recover locked accounts.

### 8. File and Data Recovery

- Recovering accidentally deleted files or accessing data on damaged drives.

### 9. Setting Up User Accounts

- Creating and managing user accounts and permissions.

### 10. Remote Desktop Support

- Providing assistance via remote desktop to fix issues or provide guidance.

These items are typically straightforward and can be efficiently handled through our support ticket system, ensuring your business operations run smoothly without significant downtime.

**Option #1: \$75 per ticket “La Carte Support”**

**Option #2: Unlimited Remote Support \$35 to \$75 per device/month**

**\* rate based on number total support devices**

**Option #3: Onsite Support per hour or per day**



# Peach IT Services

## Top 10 Items Not Covered by Our Basic Ticket Based Support Options

### 1. Redesigning Your Entire Network

- Completely changing the way your computers and internet are connected.

### 2. Creating Custom Software

- Building or heavily modifying special software just for your business.

### 3. Moving a Lot of Data

- Transferring large amounts of information from one system to another, like switching to a new server or cloud service.

### 4. Setting Up New Systems

- Installing new servers, computers, or major IT systems.

### 5. Detailed Security Checks

- Performing in-depth security reviews to find and fix vulnerabilities.

### 6. Disaster Recovery Planning

- Creating and implementing plans to keep your business running during emergencies.

### 7. Complex Cloud Setups

- Integrating multiple cloud services or setting up combined cloud and on-site systems.

### 8. Advanced IT Advice

- Detailed, long-term technology planning and strategic IT consulting.

### 9. Extensive Staff Training

- Providing comprehensive training sessions for your team on new systems or software.

### 10. Physical Hardware Repairs

- Fixing or replacing broken hardware components like screens or hard drives.

These services usually need more time and resources than our basic support plans include. We offer specialized project support at discounted rates or through custom service agreements for these needs.

**Project Hourly Rate is: \$175 per hour**



# Peach IT Services

## IT Projects for Small Businesses in the First 36 Months

### Year 1

#### 1. Quarter 1: Initial IT Setup and Assessment

- Set up basic IT infrastructure: computers, internet, and network.
- Conduct an initial assessment of current technology and needs.

#### 2. Quarter 2: Data Backup and Security Implementation

- Establish a regular data backup system.
- Implement basic cybersecurity measures like antivirus software and firewalls.

#### 3. Quarter 3: Software Standardization and Updates

- Ensure all software is up-to-date and standardized across the business.
- Set up automatic updates for operating systems and critical applications.

#### 4. Quarter 4: Basic Training for Staff

- Provide training for staff on using new systems and basic cybersecurity practices.

### Year 2

#### 1. Quarter 1: Network Optimization

- Improve network speed and reliability.
- Add additional hardware or software as needed.

#### 2. Quarter 2: Cloud Services Integration

- Begin using cloud services for storage and collaboration.
- Train staff on using cloud applications like Office 365 or Google Workspace.

#### 3. Quarter 3: Enhanced Security Measures

- Implement advanced security measures such as multi-factor authentication (MFA).
- Conduct a security audit to identify and address vulnerabilities.

#### 4. Quarter 4: Business Continuity Planning

- Develop a disaster recovery plan.
- Set up systems to ensure business can continue during emergencies.



# Peach iT Services

## IT Projects for Small Businesses in the First 36 Months

### Year 3

#### 1. Quarter 1: Advanced Staff Training

- Provide advanced training on new software and IT policies.
- Update staff on the latest cybersecurity threats and best practices.

#### 2. Quarter 2: IT Infrastructure Review and Upgrade

- Review and upgrade any outdated hardware or software.
- Plan for future IT needs and scalability.

#### 3. Quarter 3: Custom Software or Application Development

- Develop or implement custom software solutions to improve business operations.
- Train staff on using new applications.

#### 4. Quarter 4: Annual Security and IT Audit

- Conduct a comprehensive audit of all IT systems and security measures.
- Make necessary updates and improvements based on audit findings.

By following this plan, your small business will gradually build a strong and reliable IT foundation, ensuring smooth operations and future growth.

**Project Hourly Rate is: \$175 per hour**