



IT Consulting

Network Design & Maintenance

Desktop Computer Administration

On-site Technical Support

Microsoft Certified Engineers

**We are offering an on-site network evaluation with absolutely no obligation to you...let us earn your business. Call us today!**

We understand your need to focus on the strategic functions of your company. Envision Networks, Inc. is ready to be part of your team now...without the added expense of hiring an in-house IT staff. We will provide immediate service along with comprehensive IT solutions and long-term technical support. Our solutions will allow you to stay productive and increase the security features and reliability of your systems without worrying about downtime or losing business data.

Envision Networks, Inc. is a full service IT outsourcing company, providing the finest information systems solutions, services and support to businesses throughout the Las Vegas Valley. Our services range from solving the most simple, everyday computer-related issues to managing the more complex issues of network design and systems-planning.

We provide Service Packages and Weekly or Monthly Maintenance Service Plans for your network, servers, computers, email, exchange server, printers and other hardware/software needs. We will keep your costs down and your IT up by checking, updating and maintaining your network infrastructure as well as performing other network-related requests.

**We can assist you with your information technology needs today...**

Please call **(702) 610-0624** for a free on-site visit



*Network down?  
Overwhelmed by SPAM?  
Computers sluggish?  
Need remote solutions?*

### **Some of our services include**

- Complete On-Site Technical Support
- IT Administration and Support
- Network Design & Deployment
- Systems Maintenance and Security
- Advice and Planning
- Server Installation and Administration
- Internet Connectivity and Security
- Wireless Networking Solutions
- Phone and Handheld Support
- Firewall Configurations
- Remote Access Tools (VPN)
- Automated Back Up Systems
- Virus and Spyware Protection
- Relocation Services
- Hardware and Software Procurement



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Las Vegas, Nevada 89147  
(702) 610-0624

[www.envisionnetworksinc.com](http://www.envisionnetworksinc.com)

## Service Plans/Packages

Since your business depends on computers, you know the importance of keeping them operating properly. Backing up important data, installing new software, keeping software up-to-date, network logon administration and many more processes are all important to the health of your IT systems. And you are busy managing your business without the time and resources to perform these services. That's why many others, just like you, use our trained and experienced professionals to handle their IT needs. With your needs in mind, here are the services plans and packages Envision Networks offer:

### - Service Rate Plans

#### □ On Call Service Rate - \$90/hour

- Hourly service rate is \$90 per hour with a one-hour minimum, 15 minute increments thereafter
- Normal business hours 8:00 – 6:00. Monday – Friday
- No extra cost for same day service
- No extra cost for phone support of one call per day (up to 15 minutes)

#### □ Monthly Standard Plan: \$400 (\$80/hour)

- Includes 5 hours of service calls per month
- \$90/hour applies after the initial 5 hours have been exceeded
- Guaranteed same day service (if service call made before 10:00am)

#### □ Monthly Premium Plan: \$700 (\$70/hour)

- Includes 10 hours of service calls per month
- \$80/hour applies after the initial 10 hours have been exceeded
- Includes Systems Monitoring Package (see below)
- Guaranteed response time: within 4 hours (during regular business hours)

#### □ Prepaid Service Hours

The Prepaid plan provides an easy way for small to medium-sized companies to receive reliable and quality technical support services at an affordable price. Envision Networks is able to provide its quality technical support services at a discounted rate compared to traditional on-site support services. Use the service hours for any IT related service (one hour minimum per service call).

- 10 prepaid hours - \$750
- 20 prepaid hours - \$1,200

### - Optional Service Packages

#### □ Systems Monitoring Package - \$50/month per network

- Covers one server and unlimited workstations (\$20 per each additional server).
- 24 hours a day continuous automated system-wide monitoring
- All servers and workstations are remotely monitored for pending systems and network failures
- Monitors automated system/data backup routines
- Notifications of pending systems failures sent to system administrator
- Discounted Service Rate: hourly service rate discount for any resulting issue: \$85/hour

#### □ Network Insurance Package - \$200/month

- Monitors system and covers all resulting service costs
- Includes Systems Monitoring Package (see Systems Monitoring Package above)
- Will cover any and all service cost necessary to remedy network or server-related issues
- Response time (priority will be set to the highest level according to urgency of alert)
- System-wide monitoring and immediate network troubleshooting
- Discounted Service Rate: hourly service rate discount for any issue: \$80/hour

#### □ Maintenance Package - \$30/workstation plus \$60/Server

- Perform scheduled maintenance services on server and office computers
- Prepare a comprehensive disaster recovery plan for all critical system data and operations
- Review server logs for outstanding issues
- Evaluate all machines/devices for required security patches and/or critical service pack updates
- Download critical firmware updates/patches for hardware components
- Make sure all enterprise software licenses are up-to-date
- Check hard drive and storage availability
- Verify and test systems for security and vulnerability issues
- Verify proper backup operation; regularly monitor operations
- Perform needed performance enhancements
- Complete spyware and malware detection and removal



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