



# Professional Services Support Plans

Providing "best of class" networking and technology consulting to corporate networks without reinventing the network.

From network project outsourcing, to complete outsourced CIO solutions, Webcor Technologies provides the technical skills, staff, and management expertise to help your company become more productive utilizing the technology available today.

## Professional Consulting Services Provided:

- Network server specification, upgrades, installation, maintenance, and troubleshooting.
- Workstation specification, upgrades, installations, roll-outs, maintenance, and troubleshooting.
- Network architecture, installation, and troubleshooting.
- Pro-active server management and maintenance to maximize uptime and productivity.
- Supplemental side-by-side professional support with your existing in-house technology staff.
- Complete technology outsourcing services to manage all your information technology needs.
- Secure remote access, Virtual Private Network, firewalls, enterprise-wide virus scanning solutions, branch-office connectivity.
- T-1, DSL, and Frame Relay connectivity
- 24 x 7 x 365 technology support.



## Complete Networking and Technology Management and Care

Webcor Technologies provides professional local and wide-area networking, network installation, design, management, and analysis, on-site technical support, remote management, and professional technology consulting.

Having a team of experts to manage your corporate network who are available 24 x 7 x 365 is what keeps bringing customers to Webcor Technologies. Our certified professional support team handles everything your organization needs for effective, cost-efficient network management and support. Imagine having a complete team of technology experts and certified professionals available at your call to take care of your every technical issues and your large technology projects.

## Support Plans Tailored to Your Technology Needs

Designed for businesses with moderate through on-going support requirements. Your service is paid in advance providing a cost-effective reduced hourly rate and travel charge. A five-hour minimum is required per month.

Preferred Client Plan (5-hour minimum per month)		
15-Hour Plan	25-Hour Plan	50-Hour Plan
Hourly Rate \$115.00 / hour	Hourly Rate \$110.00 / hour	Hourly Rate \$105.00 / hour
Travel Charge \$50.00	Travel Charge \$45.00	Travel Charge \$40.00

Designed for businesses from with minimal support requirements. The Time and Materials Plan provides you a "pay as you go" plan. No pre-payment is needed and no monthly minimums apply

Time and Materials Plan		
Hourly Rate \$175.00 / hour	Travel Charge \$50.00	Support Contract Not Available

Some restrictions apply to consulting services. Webcor Technologies reserves the right to modify restrictions, at any time, without prior notification of the client. If you have any questions regarding restrictions, please contact your Account Executive.

<b>Minimum Billing Charges</b>	One (1) hour minimum hourly charge applies to all consulting services plus Travel Charge.
<b>Additional Hours</b>	After the first consulting hour is incurred, additional consulting time is incurred in ¼ (0.25) minute increments.
<b>Normal Service Hours</b>	8:00 AM to 5:00 PM, Monday through Friday not including holidays.
<b>After Hours Service</b>	Consulting services Monday through Friday after Normal Service Hours, and Saturday services, is billed at one and one-half (1 ½) times the Hourly Rate. Sunday and Holiday service is billed at two (2) times the hourly rate.
<b>Travel Charge Areas Covered</b>	Travel Charge applies to locations in the counties of Santa Clara, San Francisco, San Mateo, Alameda, and Contra Costa. For other counties, portal-to-portal travel charges apply and may be subject to additional charges.



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