



## Server Management

Logical Net offers two Server Management plans that include critical monitoring and maintenance required on a regular basis. All of our plans include 24/7 remote support. For servers that require additional management, on-site support is available.

Server Management	Basic Plan	Premium Plan
<b>SUPPORT</b>		
Phone Support	X	X
Remote Control Support	X	X
Service Availability Monitoring	X	X
Remote After Hours Support	X	X
On-Site Support (for additional hours see price sheet)	2 hours/mnth	5 hours/mnth
<b>MAINTENANCE</b>		
Microsoft Patch Management	X	X
Event Log Monitoring	X	X
Log File Maintenance	X	X
Drive Space Monitoring	X	X
Printer Setting Management	X	X
Back Up Monitoring & Administration		X
<b>SECURITY</b>		
User Account Administration	X	X
File Sharing Permission Administration	X	X
Security Administration	X	X
Anti-virus/Spam Software Management	X	X
Anti-Virus/Spam License		X
<b>Major Server Application Support</b>		
Exchange Maintenance and Administration		Additional
Major Database/Critical Application Support		Additional

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Server Plans for  
 Managing &  
 Protecting the  
 Most Vital  
 Components of  
 Your Network and  
 Organization

Basic—Allows your organization to have access to both proactive and reactive remote support. Ideal for organizations with some in house IT support resources or seeking a remote only solution.

Premium—Offers all the features of our professional plan PLUS added security and benefits of daily virus protection, back-up and restore testing, disaster recovery and back-up coupled with unlimited remote and on-site support around the clock!

For more information  
 Visit us at  
[www.logical.net](http://www.logical.net)