



# The Fountain Green Group

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## Windows Preventative Maintenance Program

Regular maintenance is something that we all take for granted and many times only get around to doing once there is a problem. Scheduled preventative maintenance for computers, printers, etc., ensures that workstations and servers are operating at their designed specifications. Degradation happens over time and reduces productivity and can lead to downtime that impacts the business. A well designed preventative maintenance program can pay for itself in optimal productivity and happier users.

### Service Offering

Preventative maintenance on a regular scheduled basis for each Windows Workstation, Portable or Server. It is recommended that this occur at a minimum once every three months, with a one or two month programs yielding the best results. Maintenance can be scheduled during hours that impact the business the least or in off hours.

### Windows Workstation/Portable Maintenance Program - 30 Minutes

Scheduled Service Calls	Clean Computer & Monitor	Check UPS
Update Virus Definitions	Microsoft Updates	Third Party Software Updates
Check Drivers	Remove Temporary Files	Check Disk is Run
Optimize Hard Drive	Check Cabling	Check Software Backup
Peripherals & Cables Checked	Log Book Updated	Recommendations

### Windows Server Maintenance Program - (includes all Workstation Maintenance Plus)

Computer is Cleaned	Security Checked	Server Logs Reviews
Quotas Reviewed	Review Storage Capacity	Virus Protection Checked
Check Power, Memory, Fans, Network, Processors, Drives, Security, Temperature, etc.		

Service offered Monday through Friday 8:30 a.m. to 8:30 p.m. except for Holidays.  
Special arrangements can be made if the above hours are not suitable.

### Windows Program Costs

Charge Per	1 Year Programme	2 Year Programme	3 Year Programme
Workstation/Portable	\$85.00 per visit	\$80.00 per visit	\$75.00 per visit
Server	\$250.00 per visit	\$225.00 per visit	\$200.00 per visit

Billing is rendered as of the date when maintenance work is performed. Volume discounts are available for 10 or more computers. Work reports of services performed are signed and dated by the technician at the completion of maintenance and placed in the log binder left with each computer.

For additional information please contact Rob at [The Fountain Green Group](http://www.fountaingreen.com).