



CAP- IT MONITORING AGREEMENT



Purpose: To establish a Service Level Agreement (SLA) between Saunders Business Solutions and _____
(hereafter called customer) relative to providing IT services and support.

Period of Performance: SLA is in effect until terminated by mutual agreement of both parties.

Service: Cap-I.T. Monitoring shall include remote access service as follows:

- Remote monitoring by state of the art Microsoft.NET Technology allowing Cap-IT to watch your network as if we are in your office
- Monthly Reports
- Central Dashboard
- System Processing Alert
- Remote Control
- Asset Management
- System Security Alert

Levels of Service (check appropriate level):

Peer to Peer Network

Includes home networks, network printers and / or network routers

- 2 to 5 computers
 - Installation \$147.00
 - Monthly monitoring, reporting, and remote access - \$97.00 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees
- 6 to 10 computers
 - Installation - \$247.00
 - Monthly monitoring, reporting, and remote access - \$147.00 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees
- 11 to 25 computers
 - Installation - \$299.00
 - Monthly monitoring, reporting, and remote access - \$167.00 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees

Windows or Small Business Server Environment

Includes network printers and/or network routers in a Windows or small business server environment

- 2 to 5 computers
 - Plan Installation - \$197.00
 - Monthly monitoring, reporting, and remote access - \$147.00 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees
- 6 to 10 computers
 - Installation - \$297.00
 - Monthly monitoring, reporting, and remote access - \$157 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees
- 11 to 25 computers
 - Installation - \$299.00
 - Monthly monitoring, reporting, and remote access – \$167.00 / Mo.
 - 10% Discount if paid 1 year in advance on the monthly fees

Payment Options: (check preferred option)

- Annual payment in advance using Visa, MasterCard or Check
- Automatic monthly payment in advance using Visa or MasterCard
- Monthly billing in advance – billed the 15th of the preceding month

Other Services:

- Saunders Business Solutions provides an entire range of services that include maintenance, training, development and internet services. Service is available for a set price, block of time purchase or hourly arrangement.
- For further information and price list, see www.microbusinesscomputing.com

Security:

- Saunders Business Solutions employees and agents will always respect the confidentiality of the customer's information. We will not abuse the access to the computers or the network.

Ownership:

- Hardware and software purchased and provided at no cost by Saunders Business Solutions are the property of Saunders Business Solutions
- Hardware and software purchased by Customer are the property of Customer, even if purchased through Saunders Business Solutions
- Copyright, trademark, and patent rights remain the sole and exclusive property of the identified owner.

Termination:

- This SLA may be terminated by Customer with at least 1-month advance written notice to Saunders Business Solutions. Both parties shall mutually agree upon the effective date of the termination.
- If either party terminates this SLA, Saunders Business Solutions will assist Customer in the orderly termination of services, including timely transfer of the services support to another designated provider. Customer agrees to pay Saunders Business Solutions the actual costs of rendering such assistance.

Terms for Provision of Services:**Saunders Business Solutions will:**

- a. Provide access to information technology resources required to accomplish service and support.
- b. Provide Customer with notice, as soon as a standard upgrade is identified, of pending hardware/software changes that may affect users existing equipment, telecommunications, or certificate.
- c. Meet the time periods mutually agreed upon for the establishment of services.
- d. Provide technical support in accomplishing one-time or special information requests. Customer agrees to pay Saunders Business Solutions the actual costs of delivering such technical support.
- e. Perform ongoing monitoring, tracking, and reporting as needed.

Customer will:

- a. Provide hardware, software, and communications.
- b. Provide detailed specifications for any new requirements for modifications or expansion of services and support.
- c. Provide any specialized forms and supplies necessary for Saunders Business Solutions to furnish services.
- d. Participate in scheduled system tests.
- e. Provide Saunders Business Solutions with updated information about changes such as the designated representative, or additions/changes to the hardware and software.
- f. Respond to routine inquiries from Saunders Business Solutions employees relating to Saunders Business Solutions services.

Approved by:

Signature: _____ Date: _____
Saunders Business Solutions

Signature: _____ Date: _____
Customer