



Advantage Service Packages

Unlimited IT Support with Hotbed Platinum Managed Services

With no limits on help desk calls, remote support or on-site visits. Consultation, vendor-management and disaster-recovery services, are included as part of Hotbed's Advantage Platinum Services.

All on-site visits

- Printer Installation and Setup
- Laptop and Desktop Setup

All support for network devices

- File Servers
- Database Servers
- Directory Servers
- Web Servers
- Email Servers
- Laptop and Desktop Computers
- Mobile Devices and Smart Phones
- Routers, Switches, and Firewalls
- Printers and other Peripherals

All support for your staff:

- Help Desk
- Remote Support
- General Software and Hardware Questions

All network administration tasks:

- On-going Network Monitoring
- Around-the-clock Notification
- Upgrades and Patches
- Management of User Accounts
- Disaster Recovery
- Security and Backup Systems

All remote support(RTM)

- Network monitoring
- Antivirus
- Backups

- Intrusion Detection
- Patch/update Management

All technology vendor management

- Software Maintenance
- Hardware Warranty Support
- Internet Service Provider Support
- Telecommunication Vendor Support

All systems consultation

- Future Network Upgrades
- Allworx Telephone Options
- IT Budgeting

Hardware support

- Servers
- Laptop and Desktop Computers
- Wireless Systems
- Switches, Routers and Firewalls
- Printers and other Peripherals
- Allworx Phone Systems
- Voicemail Systems

Software support

- Desktop Operating Systems
- Server Operating Systems
- Virtualization Software
- Email Server Software
- Antivirus – Antispam – Antispyware
- Network Security Software
- Backup and Business Continuity Software