

WATCHDOG



Proactive IT Managed Services by Pearl Computer

We know how to maximize up-time. Watchdog was designed to do just that – keep your business running. With WatchDog 24x7 problems are resolved as they arise. Your business critical PC's will be monitored around the clock.

WATCHDOG 24x7 PROACTIVE SERVER CARE *includes:*

- 🐾 **24x7 Remote Remediation** – resolving 80-90% of alerts automatically*
- 🐾 **Custom Escalation Alerts**– know instantly via e-mail if there is problem
- 🐾 **Client Portal** – clients can view numerous reports and device status online
- 🐾 **Patch Management** – managed deployment for all critical Microsoft updates
- 🐾 **Discounted Labor Rates** – for onsite, depot and remote labor
- 🐾 **Asset Tracking** – offering full details about hardware and software on computers
- 🐾 **Customized Application alerts** – monitoring for specific events or applications

*Includes antivirus monitoring (exc. Kaspersky), Symantec Backup Exec, disk space and critical event monitoring












WATCHDOG DESKTOP CARE or DESKTOP CARE PRO *includes:*

- 🐾 **Antivirus Monitoring** – every four hours to see if definitions are updated
- 🐾 **Vipre Antivirus** – optional antivirus that works with what you already have installed
- 🐾 **Microsoft Patches** – automatically deploy security patches
- 🐾 **Spyware Scanning** – optional deployment of Spybot spyware scanner
- 🐾 **Temp File Removal** – weekly scheduled temp file removal
- 🐾 **S.M.A.R.T Analysis** – identifies possible hardware failure
- 🐾 **Disk Space Check** – alerts when your drives are below 200mb of disk space
- 🐾 **Free Remote Support** – 30 minutes of remote support per month (Pro only)
- 🐾 **Discounted Labor Rates** – for onsite, depot and remote labor (Pro only)

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WATCHDOG 24x7 Proactive Server Care	PRICE
Managed Services: <ul style="list-style-type: none">  24x7 Monitoring  Remote Remediation  Custom Escalation Alerts  Online Client Reports  Online Client Portal  Asset Tracking  Custom Application Alerts  Patch Management 	Creating the script for custom application alerts is billable
Pearl Customer Benefits: <ul style="list-style-type: none">  \$99 Onsite (reg. \$119)  \$44.50 Depot/Remote (reg. \$89)  Free Expedite Depot Service (reg \$ 40) 	Included
Proactive Server Care Monthly Fee	\$69

WATCHDOG Desktop Care Pro	PRICE
Managed Services: <ul style="list-style-type: none">  Antivirus Monitoring  Vipre Antivirus (optional)  Microsoft Patches  Spyware Scanning (optional)  Temp File Removal  S.M.A.R.T. Analysis  Drive Space Check  30 minutes/month remote support 	Included
Pearl Customer Benefits: <ul style="list-style-type: none">  \$99 Onsite (reg. \$119)  \$44.50 Depot/Remote (reg. \$89)  Free Expedite Depot Service (reg \$ 40) 	Included
Desktop Care Pro Monthly Fee	\$25
Desktop Care Monthly Fee*	\$15

*Desktop Care does not include 30 minutes of remote support or discounts on labor.