



**Effective February 23, 2010**

## **TotalCare<sup>SM</sup> Professional Services Fee Schedules**

Holman's of Nevada, Inc. will provide qualified computer system technicians to handle the technical problems that may occur with our clients. Our technical support staff includes Microsoft Certified System Engineers (MCSE) and Certified SonicWall Security Administrators (CSSA).

TotalCare<sup>SM</sup> agreements allow us to work flexibly within a client's specific budget and needs. With TotalCare<sup>SM</sup>, we can craft a unique consulting, training, web development, project management and support implementation plan for each customer, project, or event. TotalCare<sup>SM</sup> time blocks must be paid for at time of purchase and the time expires 12 months from purchase date. For those who prefer hourly service, please see the Hourly / Time and Materials schedule.

### **Holman's TotalCare<sup>SM</sup> Prepaid Time Blocks**

<b>Time Block Size</b>	<b>Regular Hourly Rate</b>	<b>Regular Value</b>	<b>TotalCare<sup>SM</sup> Hourly Rate</b>	<b>TotalCare<sup>SM</sup> Block Price</b>
10 Hour Block	\$175/hr.	\$1,750.00	<b>\$160/hr.</b>	<b>\$1,600.00</b>
20 Hour Block	\$175/hr.	\$3,500.00	<b>\$140/hr.</b>	<b>\$2,800.00</b>
50 Hour Block	\$175/hr.	\$8,750.00	<b>\$132/hr.</b>	<b>\$6,600.00</b>
100 Hour Block*	\$175/hr.	\$17,500.00	<b>\$120/hr.*</b>	<b>\$12,000.00*</b>

\*Project Block only. To be used for projects, migrations, moves, and deployments.

### **Holman's TotalCare<sup>SM</sup> Prepaid Laser Printer Time Blocks**

<b>Time Block Size</b>	<b>Regular Hourly Rate</b>	<b>Regular Value</b>	<b>TotalCare<sup>SM</sup> Hourly Rate</b>	<b>TotalCare<sup>SM</sup> Block Price</b>
10 Hour Block	\$95/hr.	\$950.00	<b>\$90/hr.</b>	<b>\$900.00</b>
20 Hour Block	\$95/hr.	\$1,900.00	<b>\$85/hr.</b>	<b>\$1,700.00</b>

### **Priority Response time:**

TotalCare<sup>SM</sup> time block customer needs are serviced as soon as possible, and receive priority over hourly customers subject to the "triage" worst case scheduling method. If you have a server emergency, the first available tech will be dispatched to your location.

Each TotalCare<sup>SM</sup> service call, time block or hourly, is tracked in Holman's ticket system and available upon request. Remote access is available. Time is calculated as follows:

- On-Site is measured portal to customer site (one-hour minimum) and subsequent 15-minute increments. There is a 20 minute maximum travel time charge within the Las Vegas metro area.
- Telephone or Remote support calls are billed in 15 minute increments.
- Bench work is billed at a 30 minute minimums and at 15 minute increments thereafter.



## **TotalCare<sup>SM</sup> PM**

Purchasers of TotalCare<sup>SM</sup> are automatically enrolled in our Preventative Maintenance program TotalCarePM. TotalCarePM is a scheduled monthly visit to inspect your servers for any problems and install Microsoft Critical Updates. TotalCarePM allows you to have piece of mind that your servers are in good working condition. Each server typically requires ½ hour. Services performed include:

- Check CPU and Memory Utilization
- Hard Drive Free Space and Fragmentation
- Review Event Logs for Critical Errors
- Verify Backup Data
- Install Critical Windows Updates\* (tested and verified)

\*Client will be notified if a server reboot is required. All scheduled reboots will occur after hours or when instructed by the client.

## **Overtime**

Regular office hours are 8:00 AM to 5:00 PM Monday thru Friday excluding Holidays. Technical support delivered outside regular office hours is subject to overtime charges as follows:

- Weeknights from 5:00 PM to 8:00 AM and Saturdays will have time charged at a rate factor of 1.5 with a 1.5 hr minimum
- Sundays and Holidays will have time charged at a rate factor of 2.0 with a 2 hr minimum

## **Services which can be provided through TotalCare<sup>SM</sup> include:**

Project Implementation - Analysis, Planning, Diagnostics, or Auditing  
Network Server (server-resident operating system or software support)  
Network Client (operating system-related workstation support)  
Non-Network Computer System Configuration  
Autodesk On-site Software Support  
Software Services (non-server resident software support )  
Large Format Plotter Repair Services  
Hewlett Packard printer repair services  
Configuration of routers and delivery of WAN services  
Anti-SPAM and Spyware services  
CAD & BIM support & consulting