



920-582-7574

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*Never worry about a call or email
from a stranger AGAIN!
You just ask us about it!*

TECHNOLOGY HELP

FOR HOMES

We Remotely Monitor, Proactively Maintain and
Protect Your Computing Devices!



PROFESSIONAL SECURITY
for many devices



REMOTE SUPPORT
for many devices



LOCAL PHONE SUPPORT
for many devices



ONLINE BACKUP
for many devices

Call Us Today at 920-582-7574 to Schedule Your Free Setup.

Support Plans for Residential Ongoing Service and Proactive Maintenance

Plans:	Basic	Better	Best
24/7 Monitoring - Notifies WinHaven IT when any problems are found.	✓	✓	✓
Remote Control - Allows WinHaven IT to control & FIX your computer from anywhere (with your permission).	✓	✓	✓
Patch Management – Ensures that Windows and other programs are kept up to date and secure, without causing new problems!	✗	✓	✓
Anti-Malware – Automatically removes malware when found, and notifies WinHaven IT if it cannot fix a problem.*1	✗	✗	✓
Remote Control/Phone/Email Support Time during business hours.*2 Never worry about unsolicited calls or emails again - just call us!!	✗	✗	15 Minutes
Annual Tune-Up	✗	✗	✓
Hourly rate discount for any other labor	0	3%	6%
Plan Price:	\$72/year	\$144/year	\$21/month

*1 High quality anti-virus software which notifies WinHaven IT of any infections found. Please note that this is not a guarantee that you will not get malware.

*2 The time can be used for any supported device, issue or question. Unused time is forfeited at the end of the month and does not roll-over to the next month.

Optional Add-ons:

Online Backup *4	Automatic, Managed Backup	\$69/year
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*4 Initial setup fee may be required.

Exclusions

- Anything not specified above...
- Any on-site service
- Any labor over 15 minutes per month per device
- Any hardware, parts, software, etc.
- Removal of malware unless done within the included 15 minutes of remote support

WinHaven's Remote Managed Services

Subscription-based security and management software managed directly by WinHaven IT Services will help prevent problems before they occur. How does this work?

Remote Managed Services is the term used for us managing your computer. We install a program that communicates with your computer via a little program called an 'Agent'. We communicate with your 'Agent' to see if it is reporting anything that needs attention. The 'Agent' gets instructions from us, performs those functions, and reports the results of those functions back to the server. We don't see what you are doing on your computer. We just manage how it works.

Our Monitoring 'Agent' on your computer checks on many things that can help us keep your computer running trouble free.

1. **24/7 Monitoring of Computer System and Components:**

We proactively detect system problems and perform maintenance before serious problems arise rather than after they happen!

2. **Security Patch Management:**

You no longer have to wonder which patches and updates are real, deceptive, needed or not needed. We check your computer over for what is needed and apply those! We keep Windows and other supported applications up to date with latest updates and security patches. We end those annoying "Update <insert app name>" prompts that may or may not be safe to apply to your system. If something asks you to do anything you don't understand, you just say NO and contact us; we'll handle it! Patching without caution is one of the leading causes of expensive, onsite tech support. Millions of Windows and Mac computers fell victim to bad updates last year!

3. **Task Management:**

You no longer have to worry about cleaning up your computer or defragmenting it or any of those technical processes that few people understand or want to do. We take care of those processes!

4. **Security Vulnerability Scanning:**

Do you ever hear the 'experts' reporting on the news about the latest security threats and wonder 'how do they expect me to figure this out'? Well, you wouldn't have to – we would!

5. **Managed Security Software:**

Worried about how to choose a security program? Don't be. Our Managed Security uses top of the line security applications. The difference between you buying the same security and trying to run it yourself, or using our Managed Anti-virus is that we are behind it. We know what your security is doing and finding. We know if something is wrong and can correct it by telling our 'Agent' to do so. Therefore, our security specialists manage your security, not someone you've never met who is most likely in another country!

6. **Secure Remote Access & Support:**

Having problems with something that just doesn't make sense? Have a screen pop up or an email that doesn't make sense or sounds scary? Contact us and a support specialist can login to your computer, see it and let you know how to manage it!

7. **Online Backup:**

Included in our cloud backup package fee is top of the line, encrypted, online backup of your files. Not only do we help you set it up, but we also check it to make sure it is working. And if the need ever presents itself, we will help you restore your stuff from the backups. Care-free, trustworthy backups and restores – that's a rarity!

A reliable technician is peace of mind; peace of mind is priceless.

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