

# IT Maintenance Agreements

Projex IMC provides IT support maintenance agreements of various types to suit the needs of our business and municipal clients. The agreements range from basic, single system cloud backup services to fully managed cloud backup services for up to five systems and one server. Customers may also choose to purchase blocks of hours for IT support services.

## Single System Cloud Backup Services

These services vary in the amount of cloud storage provided: 100GB, 200GB, 500GB, 1000GB or 2000GB. These agreements all include the following features: IBackup Offsite Secure Backup Solution, IMC Catastrophic Offsite Backup Support (limited to backup maintenance for one system only), Backup Related Phone/Remote Support, Monitor Backup Status, Check Backup Space, Update Backup Program, Monthly Archive Cleanup, Troubleshoot and Correct Backup Errors.

## Multiple Systems Cloud Backup Services

These services vary in the number of systems supported and the amount of cloud storage provided. Options include: Two systems, no server, 200GB; three systems including one server, 300GB; Five systems including one server, 500GB. All of these service agreements include our IBackup Offsite Secure Backup Solution, IMC Catastrophic Offsite Backup Support, Unlimited Backup Related Phone/Remote Support, Monitor Backup Status, Check Backup Space, Update Backup Program, Monthly Archive Cleanup, Troubleshoot and Correct Backup Errors.

## Block of Hours IT Support Services

These agreements are usually set up on a yearly basis but are payable either monthly, quarterly or yearly based on preference and discount level. These plans are basically a consulting retainer service agreement. Options range from one hour per month to hourly blocks of 15, 25, 50, 75, 100 or 200 hours. Block agreements include the following features:

- **One Hour Per Month Consulting Retainer:** IBackup Offsite Secure Backup Solution, IMC Catastrophic Offsite Backup Support, IMC Phone Support. (9am-5pm EST), IMC Remote Support. (9am-5pm EST), IMC Express Pickup and Drop off. (9am-5pm EST).
- **15 and 25 Hour Consulting Retainers:** IMC Phone Support. (9am-5pm EST), IMC Remote Support. (9am-5pm EST), IMC Express Pickup and Drop off. (9am-5pm EST), Operating System Reloads – (if required), Third Party Software Liaison Support – (if required or requested), Professional Consulting Services for IT Related Projects.
- **50, 75, 100 and 200 Hour Consulting Retainers:** IBackup Offsite Secure Backup Solution, IMC Catastrophic Offsite Backup Support, IMC Phone Support. (9am-5pm EST), IMC Remote Support. (9am-5pm EST), IMC Express Pickup and Drop off. (9am-5pm EST), Computer Hardware Repair/Replacement, New Computer Setup & Configuration, Hardware Upgrades – (excludes cost of hardware), Operating System Reloads – (if required), Third Party Software Liaison Support – (if required), Operating System Updates (as required by manufacturer), Physical maintenance – cleaning (if required), Preventative Maintenance.

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