

PROActive I.T. is M3's around the clock service offering that provides you with remote monitoring and management of your Servers and PCs.

We act as your I.T. department, giving you full confidence and support with a plan that fits your business.



M3 helps you manage I.T. the SMART way.



Reactive Service

No Agreement

M3 offers a wide range of professional I.T. services to businesses on an as-needed basis at our standard rates.

We are always ready to assist customers by providing the best possible service to help reactively address unforeseen problems.

M3 is experienced in resolving emergencies as they arise, but even better at preventing them from happening in the first place with our PROActive I.T. service offerings.

PROActive I.T. Service Levels

MONITOR



REMOTE HELPDESK



MANAGE

With the Monitor service tier, we install software to continuously monitor your computers and servers remotely, proactively looking for red flags with your backups and system health – alerting you of any issues that arise.

The PROActive I.T. Monitor option provides discounts to all I.T. services requested by your business.

This is a good fit for a business that wants a baseline of preventative monitoring, but doesn't need regular I.T. support services.

M3's Remote Helpdesk tier includes all Monitor features, with the added benefit of being able to submit online support tickets and get phone support from an I.T. Pro during our business hours.

We provide remote desktop support and assistance with many network connectivity issues and support a variety of business software platforms.

Our Remote Helpdesk customers get a quicker response, instead of having to arrange and wait for an scheduled on-site visit.

With the Manage service tier, you get everything offered in the Monitor and Remote Helpdesk options, *but with absolutely NO on-site repair fees.*

PROActive I.T. Manage is a good fit for a business that has regular I.T. needs, and values uptime and productivity.

This is the "all-in" package for a business that wants a fully comprehensive prevention and professional I.T. experience to keep their team and technology up and running.



Devices Covered							
Physical Servers	0	Virtual Servers	0	File Servers	0	Workstations & Laptops	0

SERVICE VALUE MATRIX

	No Agreement	PROActive I.T. +		
Monthly Pricing	\$0	\$9	ask	ask
Annual Pricing (discounted)	\$0	\$99	ask	ask
Service Type	Break/Fix	Monitor	Remote Helpdesk	Manage
On-Site Support Rate	\$155/hr	\$142/hr	\$142/hr	FREE
Remote Support Rate	\$129/hr	\$109/hr	FREE	FREE
Bitfender Cloud Security Antivirus Software		✓	✓	✓
Virus and Spyware Software Management		✓	✓	✓
Regular System Health Checks		✓	✓	✓
Critical Patch Management		✓	✓	✓
Hardware Monitoring		✓	✓	✓
Remote Support with Faster Response Time Capabilities		✓	✓	✓
Server & Cloud Backup Monitoring		✓	✓	✓
Website Blocking		✓	✓	✓
Users can submit trouble tickets directly to M3 via monitoring software		✓	✓	✓
Discounts on Additional Projects & Programming Services		✓	✓	✓
Premier Pricing on M3 I.T. Hardware Purchases (5% - 20% Discount)		✓	✓	✓

With a PROActive IT service agreement, M3 will install Remote Monitoring and Management agents on your PCs and servers to monitor them – preventing avoidable, unscheduled downtime by proactively scanning for potential problems and resolving them before they become costly interruptions to critical business operations.

As a PROActive IT customer, you will have access to our remote services, allowing us to provide you with faster response times, as opposed to having to wait for the soonest opening in the on-site service schedule.

On-site services available to local locations only.