



Depending on the size of the enterprise we offer the following outsource packages at flat rates.

INFOservices Office: it helps organizations with only a few workstations to optimize their system and solve everyday problems fast mainly with the assistance of internet-based remote management or a quick call to the site when necessary.

INFOservices Business: a solution for enterprises with a small network and no fully employed system operator, but with a high reliance on IT for their business operation. Regular calls, professional consultation and annual reports will help clients to operate efficiently and according to schedule at a reasonable cost.

INFOservices Premium: ideal for companies with a small or medium size network where in the framework of continuous maintenance a team of experienced professionals can provide cost effective solutions for different needs. In case of bigger companies we are ready to take over some of the duties of their employees and support the work of the IT department as outside consultants in different projects.

	Office	Office+	Business	Business+	Premium	Premium+
No. of recommended workstations	1-5	4-9	5-15	15-25	25-50	50+
No. of recommended servers	0	1	1	2	3	3+
System optimization	✓	✓	✓	✓	✓	✓
IT equipments' purchase	✓	✓	✓	✓	✓	✓
Server administration	-	✓	✓	✓	✓	✓
Anti-virus system monitoring	-	✓	✓	✓	✓	✓
Backup system maintenance	-	✓	✓	✓	✓	✓
IT report	-	-	✓	✓	✓	✓
Network and User rights management	-	-	✓	✓	✓	✓
IT hardware and software inventory	-	-	-	✓	✓	✓
Firewall administration	-	-	-	-	✓	✓
Online error reporting system	-	-	-	-	✓	✓
IT strategy, cost estimation	-	-	-	-	✓	✓
IT security consultation	-	-	-	-	✓	✓
Online troubleshooting	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Maintenance (monthly hours included)	3 hours	5 hours	9 hours	18 hours	40 hours	55+ hours
Guaranteed on-site response for workstations	2 working days	1 working day	1 working day	1 working day	1 working day	1 working day
Guaranteed on-site response for servers	-	4 hours	4 hours	2 hours	2 hours	2 hours
Hotline	8-18 (workdays)	8-18 (workdays)	8-18 (workdays)	8-18 (workdays)	7/24	7/24