

## End-User Services Pricing

*At ECC, our goal is to provide our customers the quickest and most cost effective service. However, if you are not completely satisfied, we will do our best to fix the issue at no additional cost. Notify us within 7 days of any unresolved issues and we will work immediately to address and rectify those concerns.*

### Managed Antivirus Security Suite

- Includes Antivirus, Anti-Spyware, Email Protection and Website Advisor software for Internet browsing.  
... starting at \$14.99 a month per PC\*

### Remote Help Desk Support

- Open service requests 24x7 via our web portal. Access certified systems engineers and resolve computing issues fast, with minimal effort.  
... starting at \$29.99 a month per PC\*

### Remote Data Backup

- Backup up to 25 GB of data on your PC, laptop, and/or server. Backup software included, and can be installed on multiple machines. .  
... starting at \$19.99 a month per PC\*

### Remote Access To Your PC

- Remotely control your unattended PC from the web 24/7.  
... starting at \$9.99 a month per PC\*

### Systems Management (Total Desktop Support)

- Includes Antivirus suite, data backup, remote help desk, remote access and onsite visits as needed.  
... please contact us to request a price quote\*

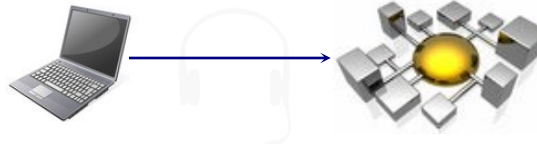
Our consulting services are billed hourly and can be customized to fit your particular business needs. We also offer a 4-hour max charge for services performed on one PC related to any one particular issue.

*May require initial setup fee.\**



Earl-Christian Consulting (ECC) is a professional services firm that offers technical peace of mind by removing the burden of supporting your own computing environment. We focus on advising our customers on how to best use Information Technology to meet their business objectives. In addition, we can implement and administer IT systems on your behalf.

Contact an ECC representative today!



### FREE TECHNOLOGY TRIALS!

Trial packages include any of the following demo software:

- Online Data Backup and Recovery For PCs and Servers
- Virtual PC (Create up to 30 virtual desktops from 1 PC or server)
- Remote Desktop Software (Access to any PC over the Internet)
- Antivirus Protection Suite (AV, Website Advisor, and Firewall)



Earl - Christian  
Consulting  
1.800.316.4805  
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### Key Competencies Include:

- Antivirus and Security Updates
- Complete Systems Management
- Computer Based Training
- Data Backup and Recovery
- Remote Helpdesk Support
- Virtual Computing
- Web Design and Hosting

### Team Certifications Include:

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- CompTIA Security +

**Contact us today to set up a FREE consultation**

**1-800-316-4805**

**www.earl-christian.com**

**e-mail: information@earl-christian.com**

Become an ECC customer today!



## Services Overview

### Optimize Your IT Infrastructure

ECC helps you reduce demands on IT resources by providing affordable, remote IT management support. Engage ECC to give you better visibility and control of your PCs. Improve planning, budgeting and forecasts, with detailed reports on device inventory, software licenses and more. Get the best results from your software with reliable, automated updates, distribution and installation. Have ECC redeploy your software licenses based on actual usage.

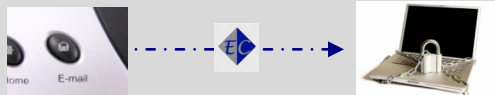


### Boost Computing Productivity

Improve user satisfaction and uptime with dedicated, expert IT Support. Enjoy high quality support across multiple company locations and remote laptops. Prevent downtime with proactive monitoring and preventative maintenance. Use the **ECC Remote Help Desk** (<http://helpdesk.earl-christian.com>) to receive technical support faster than the industry norm. Get your IT issues resolved personally by a skilled and certified professional. Review ECC Remote Help Desk performance within your organization through our detailed business reports.

### Product Sales

ECC is a certified reseller of technical products including PCs, hardware, and software and various electronics. Please contact us for a current list of products and we can help you find what you need through our extensive list of partners and distributors.



## What Is Technical Outsourcing?

### ECC Technical Outsourcing

ECC Technical Outsourcing involves the transfer of management and/or day-to-day execution of your technical business functions to our staff. You will receive 24x7 technical support to ensure that your environment stays up and running. Your organization will also get unlimited access to support services, such as: remote help desk support, knowledge base, online training, scheduled onsite visits, and service reporting. You will be assigned a Certified Systems Engineer (CSE) who will serve as your single point of contact to our organization. This trusted advisor will provide personalized support, solutions planning assistance, proactive advice, and direct intervention when issues arise. The CSE also has access to all our internal resources in order to provide the fastest resolution to your issues, technical or otherwise. In short, a CSE is a Full-Time Equivalent (FTE) remote consultant that serves as an extension to your internal staff.

### Entitlements Include:

An assigned Certified Systems Engineer (CSE) from our Technical Support team

- Access to our Remote Help Desk (<http://helpdesk.earl-christian.com>) for immediate assistance, and access to Knowledge Base articles and self-help solutions.
- Proactive support notifications via phone, email, and web as often as needed.
- Up to 5 authorized contacts from your organization who can contact your CSE.
- Telephone, web, and email access to support 24x7 (normal business hours are from 7am to 7pm CST. Severity 1 issues get critical response within the hour).
- Ability to customize your portfolio of ECC managed services.

## About Us

Earl-Christian Consulting was founded in 2007. Our mission is to decrease the digital divide in the consumer space and help small businesses embrace technology in order to compete with larger competitors. There is a definite gap between those with effective access to digital information and technology and those without. There is also a lack of willingness to embrace technology by small businesses, simply because of a lack of funding and understanding. Earl-Christian Consulting attempts to bridge those gaps by focusing on user education while remaining affordable to both home offices and small businesses.

This mission is carried out by providing Enterprise-Level expertise to our customers. Earl-Christian Consulting can provide faster, more reliable, and more cost effective technical assistance than most larger companies. These strengths are allowing us to quickly build lasting relationships with local area businesses. This is proven by the amount of repeat customers and referrals we generate.

### Our Key Competencies Include:

- Computer Based Training
- Computing Systems Management
  - Anti-Virus and Anti-Malware
  - Asset Management
  - Backup and Restoration
  - Computer Imaging
  - Security Updates
  - Software Distribution
- Remote Help Desk Support
- Technical Outsourcing

