



## *Tech Support Options Summary*

### MHLS Tech Support Contract Summary

MHLS offers technical support to member libraries through a contract agreement. The support contract is eligible for annual renewal and covers January 1 through December 31. The contracts are now available in 3 tiers to better meet the library's specific needs.



#### Basic Level-All inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management (Office, Deep Freeze, and Windows)
- Unlimited reformats on premises at MHLS
- Up to 2 On Demand visits\*
- Up to 2 Scheduled Visits\*\*
- Additional visits billed at \$300
- Prioritized Scheduling

*Annual Cost \$1,500*

#### Limited All Inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management
- Up to 1 On Demand visits\*
- Up to 1 Scheduled Visits\*\*
- Additional visits billed at \$400
- Prioritized Scheduling

*Annual Cost \$ 1000*





## Emergency Service Contract

Our basic service includes:

- Phone in Support
- Remote Assist
- 1 Scheduled Emergency Onsite visits\*
- Additional visits billed at \$450
- Prioritized Scheduling

*Annual Cost \$ 500*

\*On demands visits are scheduled by the library Director with the IT supervisor or designee scheduled 1 week in advance, and are subject to availability

\*\* Scheduled visits are scheduled by the IT supervisor with the library Director at least 1 month in advance for regular maintenance, Windows updates and hardware assessment.

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## *Uncontracted Services*



### Visits outside of contract

- At the discretion of MHLS and without guarantee.
- Written recommendation
- Subject to availability.

*Cost \$ 500 for up to 6 hours, then \$50 per hour*

MHLS does NOT support Uncontracted Network