

Remote Access Management Plan (RAMP)



For Individual or Peer Networked Workstations

www.KineticComputing.com

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Basic Plan

- Unlimited phone and remote assistance related to the proper function of Microsoft OS and all other installed Microsoft certified applications.
- Installation, updates, and upgrades of software.
- Regularly scheduled tune-ups.
- Removal of malware infections . (Although malware protection at all levels is essential, it is not fool proof.)
- Network and router troubleshooting.
- Recommendations to improve system performance and health.
- 25% discount on additional technical services from Kinetic Computing.

Premium Plan

- Everything in the Basic Plan plus the following
- Patch management.
- Complete off-site backup via Internet*.
- Disaster recovery.
- System migration (upgrade to new workstation)

Services **NOT** Included (Most of these services are available at current hourly rates)

- Adding or updating hardware.
- Training on the use or features of OS or installed applications .
- Troubleshooting Internet connectivity past the modem. This should be covered by your ISP.
- Hardware repair and parts. You may outsource this yourself or have us arrange for one of our “business partners” in your area to provide this service.
- Repair or resolution of problems associated with use or installation of software not certified by Microsoft.
- Damage from malicious activity of any kind.
- Any other service not explicitly included.

Eligibility

- Workstation OS must be Windows 7, Vista, XP sp2, or 2000 sp4.
- Workstation is subject to inspection and must be in good health at the start of contract.
- UPS required for Premium Plan (UPS is highly recommended for any workstation)
- Workstation OS and installed applications must be properly licensed and registered (activated with Microsoft).
- All workstations must have an approved anti-malware solution and a current subscription must be maintained during the life of the RAMP contract. (Kinetic Computing recommends AVG Internet Security Suite)
- High speed Internet (DSL, cable, or wireless) connection to workstation.

Workstation Minimum Requirements

- Pentium III class processor or higher.
- 256 MB RAM.

Pricing per Workstation – discounts available for multiple workstations

Plan	Monthly	Prepaid Semi-Annual	Prepaid Annual
Basic	\$40	\$215	\$395
Premium	\$60	\$335	\$595

* Off-site backup maintained by Kinetic Computing