



Small/Mid Business TIER1 PKG

The GSS Small/Mid Business TIER1 PKG is designed for small networks with low data demands. Client initiated verification of general IT tasks such as backups and security updates aid in delivering a “Turn-Key” support model at an entry level cost. As all other Managed Services packages offered by GSS, this fully managed service ensures uptime, security and disaster recovery while maintaining all support resources for employee productivity and overall ROI. Utilizing existing Managed Services support resources, The TIER1 package is perfectly suited for small networks and applications.

TIER1 PKG Includes;

Maintenance and Support

- Next day remote support for issues resolvable remotely.
- Next day email support for non outage related inquiries.
- 48 Hour on site window for issues irresolvable remotely.
- Hardware maintenance program includes the following
 - o Hardware Installation/Configuration.
 - o Driver/Firmware Management of all technical assets.
 - o Warranty Management (Does not include cost of parts/materials not covered under warranty).

Managed IT Services

- Complete daily backups of data to locally attached backup hardware.
- Client initiated verification of backup archives with reporting.
- Web/Domain hosting including site hosting + 5 Email accounts (Does not include domain registration fees)



Small/Mid Business TIER2 PKG

The GSS Small/Mid Business TIER2 PKG adds additional focus and accuracy on mission critical data. Fully "Turn-Key", managed data solutions offer weekly reporting of valid data backups as well as critical security patches and update application. As all other Managed IT Services packages offered by GSS, this fully managed service ensures uptime, security and disaster recovery while maintaining all support resources for employee productivity and overall ROI.

TIER2 PKG Includes;

Maintenance and Support

- Same day remote support for issues resolvable remotely.
- Same day email support for non outage related inquiries.
- 24 Hour on site window for issues irresolvable remotely.
- Hardware maintenance program includes the following;
 - o Hardware Installation/Configuration.
 - o Driver/Firmware Management of all technical assets.
 - o Warranty Management (Does not include cost of parts/materials not covered under warranty).
 - o Shelf life management and monitoring of entire infrastructure.

Managed IT Services

- Software version control and update management.
- Security audit and management (Antivirus/Spyware/Malware/Exploit).
- Complete daily backups of data to locally attached backup hardware.
- Weekly remote verification of backup archives with reporting.
- Disaster recovery via offsite backup hardware rotation.
- Web/Domain hosting including site hosting + 20 Email accounts + 1 Database (Does not include domain registration fees).

Small/Mid Business TIER3 PKG

The GSS Small/Mid TIER3 PKG is the total package in completely managed, mission critical environments. Daily monitoring and verification of mission critical dynamics in data as well as real time vulnerability assessment and management make the TIER3 package a true solution. As all other Managed IT Services packages offered by GSS, this fully managed service ensures uptime, security and disaster recovery while maintaining all support resources for employee productivity and overall ROI.

TIER3 PKG Includes;

Maintenance and Support

- Same day remote support for issues resolvable remotely.
- Same day email support for non outage related inquiries.
- 24 Hour on site window for issues irresolvable remotely.
- Hardware maintenance program includes the following;
 - o Hardware Installation/Configuration.
 - o Driver/Firmware Management of all technical assets.
 - o Warranty Management (Does not include cost of parts/materials not covered under warranty).
 - o Shelf life management and monitoring of entire infrastructure.

Managed IT Services

- Software version control and update management.
- Security audit and management (Antivirus/Spyware/Malware/Exploit).
- Complete daily backups of data to locally attached backup hardware.
- Daily remote verification of backup archives with reporting.
- Disaster recovery via offsite backup hardware rotation.
- Web/Domain hosting including site hosting + Unlimited + 5 Database (Does not include domain registration fees).

