

Business Critical Platform Maintenance

Thank you for considering a solution provided by Champ Systems, Incorporated (CSI). Our one and only goal is your complete satisfaction. Our Business Critical Platform Maintenance (BCPM) program assures it through an innovative approach to network maintenance. During scheduled remote and onsite engagements, a CSI technician will monitor the health of your network, tune it to perform better, and even program it to call us for help when things go wrong! By adding the optional hardware support, you bolster our ability to respond quickly to your emergent computing needs.

Champ Systems offers you the following services when you enroll in a Business Critical Platform Maintenance Plan:

- **Remote Services:** Includes auditing and deleting NT System, Application and Security logs, ensuring virus signatures are up to date, maintaining your network documentation and emailing you with a "Server Status" report.
- **On Site Services:** The same tasks as a remote engagement, plus restoring of files from tape to ensure backup integrity, updating NT/2000 Emergency Repair disks, developing a disaster recovery plan, applying service packs for Server and Desktop operating systems and other applications, and resolving issues on your prioritized "Fix it List" as time permits.
- **Covered Hardware (optional):** Includes same day response to problems with covered hardware, supplying hardware if a warranty replacement is not readily available, access to 24-hour notification number so a technician can be onsite as early as possible, and restoration of server operating system, applications and data from the most recent backup source.
- **Benefits:** BCPM subscribers receive priority over non-BCPM clientele for all support calls, preferred billing rate for all Champ Systems services (programming, phone support, etc.), proactive support allowing us to fix small problems before they become bigger ones, and faster response to hardware failure.



Please contact us at
(888) 424-4066
to enroll in the plan today!



CHAMP SYSTEMS, INC.