

# First-class system administration in an infinitely evolving world.

We are available to assist you whether you need support on an “as-needed basis” or would like a scheduled on-site visit. We offer hourly billing, discounted pre-paid block time, or monthly contracts. No commitment required. We want you to have a choice in what works best for your business.

## SERVICE RATES

- Standard Service Rate**.....\$120/hour  
 ⇒ On-site visits, remote/phone support, and help desk support
- Standard Travel Charge**.....\$120/hour  
 ⇒ A flat rate 1/2 hour travel charge applies to clients in the greater Grand Rapids area. Actual travel time will be billed for the Kalamazoo, lakeshore, and surrounding areas.
- Night and Weekend Rate**.....\$135/hour  
 ⇒ Monday through Friday after 6:00pm, weekends, and major holidays
- Emergency Response Rate**.....\$150/hour  
 ⇒ If a technician is pulled off a customer site or project to respond to an emergency support call.
- Non-Profit Labor Discount**.....\$10/hour  
 ⇒ Eligible organizations are billed \$10/hour less than the applicable rate. Discount does not apply to travel charge.

## PRE-PAID BLOCK TIME

Block time does not expire. Every month a progress report will be e-mailed with the prior month’s activity and hours remaining.

- Block Time - 40 Hours - \$110/hour**.....\$4,400.00  
**Block Time - 60 hours - \$100/hour**.....\$6,000.00  
**Block Time - 80 hours - \$95/hour**.....\$7,600.00

## SERVER MONITORING

We also offer affordable weekly, bi-weekly, and monthly server maintenance plans. An engineer will manually check the integrity of your servers and backup system. We review free disk space, event logs, mail queues, system updates, antivirus definitions, and backup jobs. The maintenance plan is customized to your network. By having this proactive measure in place your business can avoid costly downtime caused by hardware and system failures.

- Scheduled Maintenance**.....\$149/server



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## CUSTOMER TESTIMONIALS

*“Zylatech was hired to provide a new system for our company for a server, e-mail system and accounting software. Their team asked questions to provide the system our company needed. Since the system was installed they have provided great customer service for updates and growth. They have added maintenance service to help keep us protected and running smoothly. The technicians at Zylatech have been available for emergencies and on the weekend.”*

- Karen Dykstra, Jim Tibbe Homes

*“The staff at Zylatech is very responsive to our IT needs. In a business world where we depend so highly on our technology it is crucial to address challenges in a timely manner. I appreciate our friendship and the trust we have built over the years.”*

-Deb DeGraaf, DeGraaf Interiors

*“We’ve been a Zylatech customer now for six years. In that time they have helped me virtualize my servers, found emergency hard drives, and also reminded me of renewals as they came due—an added bonus of their service.”*

-Bruce St. Pierre, Helmholdt + Company LLP