

Pricing Information

On-site Spyware/Virus removal	\$80 / Hour
Off-site Spyware / Virus removal *Recommended	\$80 / Flat fee
On-site System Restores *with customer's restore media ONLY	\$80 / Hour
Off-site System Restores *Recommended	\$80 / Flat fee
Hardware Installations	\$80 / Hour
Software Installations	\$80 / Hour
Remote Support	\$60 / Hour
Troubleshooting Services	\$80 / Hour
Maintenance Services	\$80 / Hour
Web Page Design Service - 1 home page, 4 supporting pages	\$300 / Flat fee
Web Page Maintenance Service	\$80 / Hour
Remote Maintenance & Monitoring - 1 server, 10 workstations.	\$60 Flat fee *monthly
Online Off-site backup solutions - above 10GB, charge is \$2 / GB stored. No limit to offsite storage.	\$20 / Month *up to 10GB
Computer pickup service (flat fee)	\$10
Computer delivery service (flat fee)	\$20

At **Digital Cowboy IT Solutions**, we recognize the **IT issues** facing your business. We know that your time, energy and budget should be focused on growing your business ... not maintaining your computer systems and network.

Most small to medium-sized businesses don't have the resources to dedicate to an onsite **IT staff**. Even fewer have time to devote to keeping up to date on current technology trends which could help your business prosper.

Digital Cowboy IT Solutions can help you. We can help you get the information you need to make critical IT business decisions with minimal downtime and maximum return on your investment.

Digital Cowboy IT Solutions stands apart from the competition:

- > No contracts or SLA are required
- > Time & Materials service is standard
- > Same day emergency service available
- > Next day service for most service calls
- > Convenient pickup, delivery, & drop-off options for business customers
- > **We specialize in Small Business Customers**



Digital Cowboy I.T. Solutions

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**Affordable IT Support
for Small Business!**

Service Guide

**We speak Geek, so
you don't have to!**

Digital Cowboy I.T. Solutions most popular services.

Network Setup & Support

- Complete network design & installation.
- Network (Cat 5/6) & Telephone cables.
- Switches, Routers, & Patch Panels.
- Network troubleshooting.

Network Security & Intrusion Prevention

- Firewalls & Internet Gateway protection.
- Customer network security policies.
- Virtual Private Network & remote access.
- Internal Network Vulnerability Assessments.
- External Penetration Testing.

**Network Vulnerability Assessments & Penetration Testing billed at \$120/hr rate.

Data Backup & Recovery

- Create backup solutions.
- Provide support for backup procedures.
- Install proper hardware for backup tasks.
- Recover critical data from backup solutions.
- **Offsite backup solutions available.**

Wireless Network Setup & Support

- Complete Network Setup & Support.
- Integration into existing wired network.
- Wireless network troubleshooting.

Network Security Monitoring

- Virus, Spyware, & Spam prevention.
- Web content filtering and reporting.

Computer Troubleshooting

- Computer won't turn on?
- Printer not printing?
- Can't access your hard drive?
- Strange errors causing problems?
- Windows 2000/XP/Vista/7 support.

New Systems Purchase Consultation

- Determine the appropriate PC for you.
- Purchase and setup of PC.
- Installation of software & hardware to fulfill your needs.

System Upgrades

- Determine the upgrades for you.
- Purchase and install equipment.
- Test and verify operations.

Spyware Protection & Removal

- Eliminate annoying pop-up ads and speed up your computer.
- Discover & remove existing spyware infections.
- Install anti-spyware software and provide instructions on how to use.
- Speed up slow computers.

Server & Workstation Monitoring

- Keep antivirus and Windows up to date & monitor status.
- Monitor systems for issues & allow quick response for repairs.
- Asset tracking for all computers.

Virus Protection & Removal

- Provide and install virus scanning software.
- Recovery from virus related disasters.
- Virus disaster prevention techniques.
- Support for all Windows operating systems.

Computer Maintenance

- Temporary file management.
- Hard Drive maintenance services.
- Dust clean-out services.
- Windows Updates management.

Internet Setup & Installation

- Contact and arrange ISP for customer.
- Configure local PCs for Internet.
- Multiple PC Internet access solutions available (network required).

Web Site Setup & Management

- Contact and arrange web hosting for customer.
- Web site design & maintenance.