



www.holmansnv.com

**Effective May 1, 2008**

## **TotalCare<sup>SM</sup> Professional Services Fee Schedules**

Holman's of Nevada, Inc. will provide qualified computer system technicians to handle the technical problems that may occur with our clients. Our technical support staff includes Microsoft Certified System Engineers (MCSE) and Cisco Certified Network Administrators (CCNA), and Certified SonicWall Security Administrators (CSSA).

TotalCare<sup>SM</sup> agreements allow us to work flexibly within a specific client's budget and needs. With TotalCare<sup>SM</sup>, we can craft a unique consulting, training, web development, project management and support implementation plan for each customer, project, or event. TotalCare<sup>SM</sup> time blocks must be paid for at time of purchase. For those who prefer hourly service please see the Hourly / Time and Materials schedule.

### **Holman's TotalCare<sup>SM</sup> Prepaid Time Blocks**

<b>Time Block Size</b>	<b>Regular Hourly Rate</b>	<b>Regular Value</b>	<b>TotalCare<sup>SM</sup> Hourly Rate</b>	<b>TotalCare<sup>SM</sup> Block Price</b>
10 Hour Block	\$175/hr.	\$1,750.00	<b>\$160/hr.</b>	<b>\$1,600.00</b>
20 Hour Block	\$175/hr.	\$3,500.00	<b>\$140/hr.</b>	<b>\$2,800.00</b>
50 Hour Block	\$175/hr.	\$8,750.00	<b>\$132/hr.</b>	<b>\$6,600.00</b>
100 Hour Block*	\$175/hr.	\$17,500.00	<b>\$120/hr.*</b>	<b>\$12,000.00*</b>

\*Project Block only. To be used for projects, migrations, moves, and deployments.

### **Holman's TotalCare<sup>SM</sup> Prepaid Laser Printer Time Blocks**

<b>Time Block Size</b>	<b>Regular Hourly Rate</b>	<b>Regular Value</b>	<b>TotalCare<sup>SM</sup> Hourly Rate</b>	<b>TotalCare<sup>SM</sup> Block Price</b>
10 Hour Block	\$95/hr.	\$950.00	<b>\$90/hr.</b>	<b>\$900.00</b>
20 Hour Block	\$95/hr.	\$1,900.00	<b>\$85/hr.</b>	<b>\$1,700.00</b>

### **Priority Response time:**

TotalCare<sup>SM</sup> time block customer needs are serviced as soon as possible, and receive priority over hourly customers subject to the "triage" worst case scheduling method. If you have a server emergency the first available tech will be dispatched to your location.

Each TotalCare<sup>SM</sup> service call, time block or hourly, is tracked and documented by a Holman's workorder, with a copy provided to the customer. Each of our TotalCare clients can check their TotalCare<sup>SM</sup> account through their login on the Holman's Website [www.holmansnv.com](http://www.holmansnv.com). Time is calculated as follows:

- On-Site is measured portal to customer site, with a one-hour minimum, and subsequent 15-minute increments. There is a 20 minute maximum travel time charge within the Las Vegas metro area.
- Telephone or Remote support calls are billed in 15 minute increments.
- Bench work is billed at a 30 minute minimum and at 15 minute increments there after.



## **TotalCare<sup>SM</sup> PM**

Purchasers of TotalCare<sup>SM</sup> are automatically enrolled in our Preventative Maintenance program TotalCarePM. TotalCarePM is a scheduled monthly visit to inspect your servers for any problems and install Microsoft Critical Updates. TotalCarePM allows you to have piece of mind that your servers are in good working condition. Each server typically requires ½ hour. Services performed include:

- Check CPU and Memory Utilization
- Hard Drive Free Space and Fragmentation
- Review Event Logs for Critical Errors
- Verify Backup Data
- Install Critical Windows Updates\* (tested and verified)

\*Client will be notified if a server reboot is required. All scheduled reboots will occur after hours or when instructed by the client.

## **Overtime**

Regular office hours are 8:00 AM to 5:00 PM Monday thru Friday excluding Holidays. Technical support delivered outside regular office hours is subject to overtime charges as follows:

- Weeknights from 5:00 PM to 8:00 AM and Saturdays will have time charged at a rate factor of 1.5 with a 1.5 hr minimum
- Sundays and Holidays will have time charged at a rate factor of 2.0 with a 2 hr minimum

## **Services which can be provided through TotalCare<sup>SM</sup> include:**

Project Implementation - Analysis, Planning, Diagnostics, or Auditing  
Network Server (server-resident operating system or software support)  
Network Client (operating system-related workstation support)  
Non-Network Computer System Configuration  
Autodesk On-site Software Support  
Software Services (non-server resident software support )  
Large Format Plotter Repair Services  
Hewlett Packard printer repair services  
Configuration of routers and delivery of WAN services  
Anti-SPAM and Spyware services

## **Cisco Services which can be provided through TotalCare<sup>SM</sup>:**

All Cisco services are subject to 1.25 times the base TotalCare<sup>SM</sup> and TotalCare<sup>SM</sup> Overtime rates. \*See us about Cisco project implementation.



www.holmansnv.com

## Holman's Hourly / Time and Materials

Response time: Hourly service customer requests are handled on a first-come, first-serve basis.

Analysis, Planning, Diagnostics, or Auditing, - Pre or Post Implementation .....	\$175.00 hr
On-site support (Network, Hardware, and/or Software) .....	\$175.00 hr
Cisco Network Administration.....	\$218.75 hr
Hewlett-Packard Printer Repair (first visit diagnostic fee of 47.50 may apply) .....	\$95.00 hr
Hewlett-Packard Color LaserJet Repair (first visit diagnostic fee \$47.50 may apply).....	\$95.00 hr
Bulk LaserJet Printer Repair (20 printers or more).....	\$50.00 ea
Hewlett-Packard Plotter Repair (first visit diagnostic fee \$75.00) .....	\$175.00 hr
In-shop Computer Diagnostic Fee (Applies to first 30 min. of service) .....	\$87.50 ea
In-shop Printer Diagnostic Fee (Applies to first 30 min. of service) .....	\$47.50 ea
Pickup or Delivery within the Las Vegas metro area .....	\$50.00 trip

Each service call is tracked and documented by a Holman's work order, with a copy provided to the customer. Time is calculated as follows:

- On-Site is measured portal to customer site, with a one-hour minimum, and subsequent 30-minute increments. There is a 20 minute maximum trip time within the Las Vegas metro area.
- Remote support calls are billed minimum 30 minutes, and subsequent 30-minute increments.
- Bench work is billed at a 30 minute minimum and at 30 minute increments thereafter.