



# Managed Services

## SuperStar Tech Support

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### What are "Managed Services"?

Managed Services is a term that describes a package of outsourcing services that allows you to more easily predict both a high level of support and a stable price for I.T. services.

You pay one set fee per month. You receive **complete technical support**. In other words, you focus on your business and we focus on keeping your computers and network operating efficiently.

### What's is SuperStar Tech Support?

**SuperStar Tech Support** includes all maintenance services for all the computers, servers, laptops, and network equipment in your office. That means:

- We remotely **monitor** your Servers, Workstations, and laptops.
- Includes monitoring **performance**, alerts, disc space, backups, and critical errors.
- We can **remotely control** any machine, so we can help you with "remote hands-on" support.
- We apply all **security patches**, service packs, and other patches, fixes, and updates. This keeps your machine running smoothly.
- We verify that all **anti-virus updates** are applied.
- All **support calls** for operating systems and office products are included. Remote or onsite. Unlimited support.
- Includes Windows, Microsoft Office, QuickBooks, Business Works, and More.

#### The Bottom Line:

You get **higher quality** tech support . . .

For a **fixed fee** . . .

And **pay less** than you're paying now.

For more information, see [www.kpenterprises.com/SuperStarSupport.htm](http://www.kpenterprises.com/SuperStarSupport.htm). For a free quote, call us at 916-928-0888.

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