



IT Services Customer Care Blocks

Managed IT Services that effect your MFP from Miller

Miller Flex-Care (MFC for MFP plus more) (Blocks of time covers IT services after warranty period)

Guarantees 8 business hours respond time onsite if needed
Remote and Phone support covered under this plan (Show My PC remote package included)
Business Hours (Monday – Friday 8-5) Support
Support includes MFP software and updates, error checking, troubleshooting, and preventative maintenance
Support includes Operating system, Office suite, Email, Internet, Backup, and Anti-virus / Anti-spyware
Onsite support (during working hours) normal rates if not under MFC will be \$150 per hour charge with a one hour minimum. After hours support (remote or onsite) incurs \$200.00 per hour charge

This plan covers items connected to your MFP but not covered under that service plan.

List of common hardware we cover under this plan

Servers and PCs running currently supported Microsoft OS

Servers running Linux, Mail Servers Microsoft or Linux

Switches, Routers – LAN, WAN services

Software support on Sharp, Microsoft OS, Workflow processes, OSA

Anti-Virus / Anti-Spyware, Spam Filtering, Web Filtering, 24/7 Server Monitoring

Online Backup, Hardware / Software procurement, Vendor Management

Custom items and solutions available (Call for list)

Complete network services with wiring and wireless products

Time Billed in 15 minutes increments

All Machine Drivers can be found at <http://www.millermakesitwork.com/DownloadDrivers.htm>

MFC Pricing Program no time limit on usage

3 hour block of time \$115: \$345

5 hour block of time \$105: \$525

10 hour block of time \$95: \$950

15 hour block of time \$85: \$1,275

Bill my account - PO# _____

Will pay with credit card

Return signed document to:

markm@millermakesitwork.com

Or Fax to: 502.515.4370

Hours of time at \$ _____

Customer Signature: _____ **Date:** _____

Company Name: _____

Miller Company Rep: _____



Custom MFP Workflow Software from our partner Imagine IT Software

www.imagineitsoftware.com Call for complete list of OSA connectors that enhances your MFP.

Call for pricing on our complete Managed Services Programs 502.254.5200 x314