



# Labor Support Plans

## Cost-Effective Network Defense

Today's IT departments are managing larger networks, more users, and more complex environments with fewer resources than ever. Smaller organizations must maintain business continuity and uptime without dedicated IT staff. Security threats are ever increasing and budgets keep shrinking. COECO's Labor Support Plans offer a practical solution. Available in three affordable options, these plans deliver the extra IT help your business needs-exactly when and where you need it.

## Fast, Flexible Support

**COECO's Labor Support Plans** let you deploy our IT resources to assist with a wide range of support services as your needs dictate.

- Combine remote monitoring with on-site support to resolve problems that require hands-on maintenance. Our technicians receive service calls from our automated system via e-mail and then travel to your facility and resolve the issue on site or remotely if requested.
- Call on the COECO experts to perform a wide variety of IT services from connectivity to Print and Scan applications.
- Get assistance during peak periods, transitions, upgrades, or other critical times. Offloading tasks to COECO frees up your department to focus on top priorities.

## Unparalleled Convenience

**Whether you manage an IT department or own a small business, the COECO Labor Support Plans are a smart choice.**

- Augment your existing IT team, arrange for backup support, or increase your team's overall productivity—without adding headcount.
- Call our **COECO** Help Desk and talk to an IT professional with an invaluable insurance policy for SMBs.
- Gain peace of mind and ensure continuity. The **COECO** service team frequently solves critical problems on a daily basis.
- Reducing total cost of ownership Labor Support Plans offer predictable costs and let you avoid investments in management and reporting systems.
- Simplify IT management in smaller organizations with a single point of contact and accountability for most network issues.
- Consolidate support to one provider, eliminating the need to deal with multiple local vendors.

## Dedicated IT Resources

**COECO offers what few others can: extensive coverage with local support, plus remote access, monitoring, and maintenance.**

- Get fast results with your service call, The **COECO** Help Desk resolves up to 70% of calls remotely.
- Expect rapid response virtually anywhere in North Carolina, South Carolina and Virginia.
- Eliminate excessive wait-time. Users get help quickly with remote support.

The COECO team establishes a secure connection with your PC or servers to diagnose and resolve many issues remotely.

### Printer Maintenance

- Break Fix Support
- Fleet Management
- Preventive Maintenance

### Network Monitoring

- Remote monitoring
- Network support
- Real-time report management

### Helpdesk Support

- Rapid response
- Remote troubleshooting
- Advanced user support

**On-site support is delivered by highly qualified service professionals who are dispatched on site when problems arise.**

## Labor Support Plan Options

### Bronze Plan (5 hours)

- Optimize and troubleshoot network issues to increase performance.
- On demand IT support via remote Help Desk or on-site field technician.

### Silver Plan (10 hours)

- Optimize and Troubleshoot network issues to increase performance.
- On demand IT support via remote Help Desk or on-site field technician.

### Gold Plan (20 hours)

- Optimize and Troubleshoot network issues to increase performance.
- On demand IT support via remote Help Desk or on-site field technician.

Hours do not expire for all Plans!!!!