Tropical IT Solutions

	Basic	Basic Plus	Pro Plus	
Backup:				
Local backup to customer provided storage	✔	✔	✔	Using state of the art technology, we can recover it exactly as it was in the case of accidental loss or failure
Offsite Backup of important data	✚	✚	✔ 10Gb Inc	Works in conjunction with local backup to move your critical data to our partners safe and secure redundant data centers in case of disaster
Security:				
Virus / Adware / Spyware monitoring and removal	✔	✔	✔	This 24/7 service will automatically and proactively monitor your systems to ensure that they are free of viruses, spyware, and adware threats ensuring that your systems are ready when you need them.
VPN Client Management	$	✔	✔	For your remote offices or users, we monitor the VPN connections 24/7 to ensure that they remain connected securely to your network.
Windows Patch Management	✔	✔	✔	We proactively test all new patches before we deploy them to your systems, ensuring that you have the latest and most stable security and critical updates to your system.
Maintenance:				
Automated Asset Management	✔	✔	✔	Automated Asset Management will track all of your technology assets, making inventory easier.
Online Trouble Ticket Entry and Management	✔	✔	✔	Allows you to transparently monitor response times and volume. With our expert analysis, this will allow you to anticipate training or equipment needs.
Desktop Optimization & Management	✔	✔	✔	Our highly trained engineers will proactively monitor your systems to ensure they are running at peak performance, and alert you to potential problems before they become a crisis
Support:				
Microsoft Application Support	$	✔	✔	We provide basic support the Microsoft Office basic suite including Word, Excel, and Outlook
Unlimited* Remote Support	$	O.K.	O.K.	Unlimited remote support means that we will resolve most problems by remote control at no charge.
Unlimited* Onsite Support	$	$	O.K.	Some things can't be handled remotely, this option will cover you from additional costs should we need to come on site to resolve an issue.

Making Technology work for you