

SIGNATURE PLAN

Hybrid plan with basic coverage and partially managed services

The Signature Plan is designed to fit the needs of the majority of our business clients. Monthly billing is based on the number of users and machines, and adds backup, anti-malware, and Active Directory support to our basic offering.

Level your overall support costs on a month-to-month basis with this hybrid plan combining basic coverage with partially managed services.

To discuss features in-depth and estimate your monthly costs, contact us at 215-278-4090 or info@providenttechnology.com

Monitoring and Patch Management

We'll monitor your systems around the clock, 24 hours a day, 7 days a week, in addition to managing operating system and software updates.

Help Desk and Remote Access

You'll be able to submit and monitor support tickets through our client portal and gain remote access to your machines, allowing you and your staff to work from home or on the road.

System Security

Your systems will be protected from the outside by Antivirus and Anti-Malware software with managed updates, and internally through Microsoft Active Directory, which controls user access and privileges across your network.

Backup Monitoring and Virus Removal

Provident will take the burden of backup off your hands with our Backup Monitoring service. We will also clean and remove any viruses or malware if problems arise.

Onsite Support

Business-hours onsite support for situations such as hardware failures, internet outages, and hardware/software installations included.

Extend your plan with 24/7 remote support, full-on-site/offsite disaster recovery, and scheduled non-business hour support added to your monthly bill.