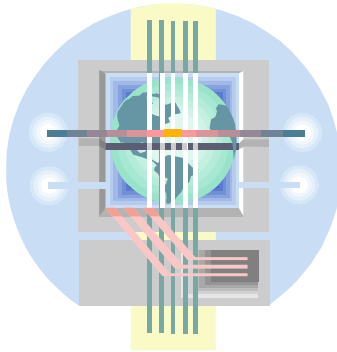


**Rent your own
Information Systems Department!**

Computer Support Plan



Rudnick Computer Consultants, Inc.

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About the Computer Support Plan

Dealing with computer problems isn't part of your job. You can't afford to hire staff to maintain your computers. But you can prevent computer problems and have the support you need in the event of a problem.

With the Computer Support Plan you can use our expertise instead of managing on your own.

Planning Features

We will:

To help you:

System Check

Check your system for problems. Determine if patches or updates are needed for software drivers.

Verify that your system is working properly and up-to-date. Identify and eliminate problems before they occur.

Prevention/ Maintenance Plan

Develop a customized plan to prevent computer problems.

Have a personalized plan so you can prevent problems before they occur.

Annual Plan

Develop an annual plan for computer equipment. Make recommendations on equipment and software.

Budget your equipment purchases. Know when to upgrade your equipment.

About the Computer Support Plan

This plan gives you “insurance” so you know that you are doing everything in your control to keep your computer systems running smoothly.

Get the Computer Support Plan today. You will have better computer support and suffer less downtime.

Support Features

We will:

Offer immediate assistance during normal business hours for computer problems.

Offer emergency appointments within one business day.

Provide software to track the computers in operation, hardware and software on each system and changes made to each computer.

Provide a log so you can record computer problems as they occur.

To help you:

Get assistance for computer problems as they occur: Unlimited telephone calls.

Have emergency problems addressed in one day.

Have a detailed, ongoing record of computer changes. Determine at a glance the value and worth of your investment.

Identify problems and develop solutions quickly and easily.

Telephone Support

Priority Scheduling

Inventory Database

Problem Log

The Computer Inventory Database

A key part of keeping your computers running smoothly is keeping good records. The Computer Inventory Database does just that. The database stores all of the information on your computer equipment. When changes are made to a specific computer, we update the database, giving you the latest information. Your company can also update the database using the Microsoft Access program.

The screenshot shows the Microsoft Access application window titled "Computer Information". The form contains the following data entry fields:

- Employee:** Smith, Jane (dropdown)
- Search for Employee:** (text input)
- Computer:** Dell (dropdown)
- Dell Service Code:** 555-222-55 (text input)
- Model:** XPS D500 (text input)
- Serial #:** 2230Q (text input)
- Updated:** 03/19/2000 (text input)

The form has several tabs: General, Details, Other Details, Hardware, Software, and Problems. The "General" tab is active and contains the following fields:

- Price:** \$1,299.00 (text input)
- Purchase Date:** 01/01/2000 (text input)
- Location:** Administration (text input)
- Hub:** Administration (dropdown)
- Hub Port:** 4 (text input)
- Patch Panel #:** 4 (text input)
- Server:** (dropdown)
- Notes:** (text area)
- Processor:** Pentium III 500 (dropdown)
- Operating System:** Windows NT 4.0 (dropdown)
- Total Bays:** 4 (text input)
- Used Bays:** 2 (text input)
- Total PCI slots:** 2 (text input)
- Used PCI slots:** 1 (text input)
- Total ISA slots:** 1 (text input)
- Used ISA slots:** 0 (text input)
- Total USB:** 2 (text input)
- Used USB:** 0 (text input)

At the bottom of the form, it indicates "Record: 1 of 2".

Sample data entry screen

The Computer Inventory Database

With the Computer Inventory Database, you can record specific information about your organization's hardware and software, and easily retrieve this information when needed. You can also record changes, as well as any problems that may occur.

Computer Information Report - Detail

Includes: Employee: Smith, Jane

Smith, Jane

Dell, XPS D500

Serial #: 223QQ, 555-222-55

General

Price: \$1,299.00	Pentium III 500, 128MB RAM, 13GB HD	
Purchase Date: 01/01/2000	Operating System: Windows NT 4.0	
Location: Administration	Total Bays: 4	Used Bays: 2
Hub: 5	Total PCI Slots: 2	Used PCI Slots: 1
Hub Port: 4	Total ISA Slots: 1	Used ISA Slots: 0
Patch Panel #: 4	Total USBs: 2	Used USBs: 0
Server:		

Details

Initial RAM: 128	Network: 3Com 3c905b
Current RAM: 128	Tape: (none)
Type of Memory: 72 pin DIMMS	Floppy: Generic NEC Floppy 3.5"
Total Mem Slots: 3	Other Storage: Zip External 100mB
Used Mem Slots: 2	CDROM: 40X Max Variable CD-ROM
Initial Hard Disk: 13	Modem: 3Com WinModem
Current Hard Disk: 13	

Other Details

Display Adapter: ATI Rage Pro AGP 2X	Keyboard: Standard 101/102 Key
Monitor: Dell M770	Mouse: Logitech Mouse+Wheel PS/2
Sound: Creative Labs Sound Blaster	Power Protection: APC Surge Station
Speakers: <input checked="" type="checkbox"/>	Printer Name: Administration LaserJet
Energy Savings: <input checked="" type="checkbox"/>	Date Updated: 03/19/2000

**Reports include General Information, Details
and Activity Information.**



Why Is Preventive Maintenance So Important?

If I have my car serviced regularly,
how can I ignore my computer?

Computers have become an indispensable part of today's office. Without computers most organizations' productivity would decrease dramatically.

Given the importance of computers in the office, we spend little time making sure they are working correctly. More importantly, we seldom think about ways to ensure that the equipment will continue to perform well.

By installing some basic prevention routines you can minimize your potential downtime.

The Computer Support Plan keeps your equipment in shape, much like an exercise routine or an automobile maintenance schedule. We customize the plan to your specific needs. Our knowledge, combined with your discipline, ensures success.

**At Rudnick Computer Consultants,
we can help you.**





Computer Support Plan Pricing

Planning Features

- FREE** System Check
- FREE** Customized Prevention Plan
- FREE** Equipment Recommendations

Support Features

- FREE** Telephone Support During Business Hours
- FREE** Emergency Appointment Scheduling
- FREE** Computer Inventory Database
- FREE** Problem Log
- FREE** Discount on all hourly rates

\$175.00 per computer annual fee
Call for quantity discounts.

All other work performed at discounted hourly rates.

Recommended (but not required):

- ü Microsoft Access
- ü Modem
- ü Internet E-mail





Our Mission

Rudnick Computer Consultants helps you integrate computers into the workplace by offering support, training, programming and assistance with purchasing computers. We work to become a part of your staff, giving you the resources normally available only by hiring Information Services staff. This reduces your overall costs without sacrificing the skills you need.

Our Services

- ❑ Train your staff to effectively use your equipment
- ❑ Customize your system to your specific needs so your staff can use it easily and productively
- ❑ Implement data storage and backup procedures
- ❑ Develop anti-virus and security measures so your critical information will be safe
- ❑ Help you determine when to upgrade and how to do it cost-effectively
- ❑ Add network, e-mail and Internet capabilities to your office
- ❑ Develop customized programming solutions for specific situations
- ❑ Help you plan and implement new equipment purchases
- ❑ Purchase, install and customize your system for your specific needs
- ❑ Help you plan long-term goals for optimal computer use