



## **Support Plans**

Source Pro Solutions offers hardware and software support plans for your computer, Mac, or tablet software issues for the length of your membership.. These plans are offered with one year coverage and include the services listed below. "We Make Technology Work For You"

## **Services Included**

- Initial setup of the computer operating system
- Installation and configuration of standard software (such as anti-virus, wireless client, etc.)
- Ongoing troubleshooting and updates as required
- Unlimited virus removal
- Computer tune ups
- Problem diagnosis
- Warranty repair
- Labor for out-of-warranty repair (parts extra)

## **Source Pro Gold Plan**

The Gold Plan includes all of the above services and can be used with any computer.

Cost: \$370 per computer per year

**The Source Pro Tech Support Plan includes everything you need to keep your computer healthy, happy and secure.**

Remote – Annual Unlimited Tech Support for just \$189.99 a year

Subscription services can be dedicated to one unique computer, or can be structured as “whole-home” support plans to address all of the electronics in a customer’s home. Basic and Premium levels of subscription services are designed to address the specific needs of a broad spectrum of customers. With our remote capability, Source Pro Solutions has a full complement of services to address the vast spectrum of customer desires, from those who desire the comfort of a technician dispatched directly to their home to the convenience of a phone call or chat session administered remotely.

- PC Optimization and Tune-Up’
- Antivirus/Malware Removal
- Data Transfer and Cloud-Based Data Backup and Storage
- Wireless Networking
- PC Diagnostics and Repair
- PC Orientation and Training Services
- Email
- Application Loading
- Operating System Installations and Upgrades

### **Who can use these plans**

Individual faculty, staff, or departments can use these plans. These plans are intended to help departments supplement their support staff by handling routine computer maintenance and troubleshooting tasks.

### **How to Participate**

The process of the program is straightforward: Call (877) 764-9415 to begin the process. An agreement will be e-mailed to you on which you will need to complete the account information, sign and return to Source Pro Solutions  
ATTN: Computer Support Plans  
Email: [info@sourceprosolutions.com](mailto:info@sourceprosolutions.com)

For More Information

If you are interested in more information or have any questions please contact

Source Pro Solutions

phone: 1 877-764-9415

Email: [customerservice@sourceprosolutions.com](mailto:customerservice@sourceprosolutions.com)