



One Rate. Zero Problems.*

Terminal IT Solutions

Terminal's Managed Services Plus (MSPLUS+) is a flat-fee IT support plan for small and medium-sized businesses. Proactive management of every network component prevents costly downtime and time-consuming troubleshooting work. MSPLUS+ is a complete network monitoring, threat protection, disaster recovery, and helpdesk support solution for a guaranteed low, predictable monthly price.

Complete IT Support

MSPLUS+ contracts include a full suite of services to handle all your IT needs, and include the following:

Managed Services

- 24/7 Monitoring
- Redundant Backups
- Hosted Email Solution
- Hosted Applications

Security

- Patch Management
- Premium Anti-Virus
- Security Audit
- DNS Threat Protection

Remote and On-Site Support

- Expert Troubleshooting
- Free Warranty Repairs
- End User Helpdesk
- Low Hardware Prices

Innovative Technology

Disaster Recovery

Prepare for more types of incidents. AlwaysOn redundant backups, located both on your local network and in the cloud, get your services back online faster. Terminal engineers will come to your site in the Greater Boston Area to assist with emergencies that cannot be repaired remotely.

Network Monitoring

Many issues are identified at our 24/7 Network Operations Center and resolved remotely, often before you know about them.

Security

A network audit will reveal vulnerabilities. Terminal engineers will configure your firewall and other service. Enterprise-grade anti-virus and automated patch management defend your system from cyber threats. Threat protection solutions like OpenDNS block Cryptolocker and other malware from activating and calling home if they do make it on your network.

*Subject to a 6 month minimum contract.

Service Guarantees

Fair Pricing

Expect competitive pricing for equipment through Terminal's partnerships with industry vendors. Support contracts are priced with a fixed, monthly flat fee, and troubleshooting is completed at no additional cost.

Quality Guarantee

Terminal's engineers take full responsibility for completing projects at cost and on time. Should a problem occur, Terminal's experts - trained with leading industry certifications - resolve the issue at no extra expense.

Personal Attention

Staff pays attention to stated and unstated customer needs, promptly responding to support tickets and providing reports to keep customers informed.

Partners

Terminal is a **Microsoft Certified Gold Partner**, **Datto Elite Partner**, **OpenDNS partner**, **Cisco-Certified Small Business Specialist**, **HP Enterprise Silver Partner**, **HP** and **Lenovo Authorized Partner**.

Direct access to the highest levels of support at all our partners means preferred hardware pricing and faster, better resolutions for IT issues.

About Terminal

Terminal is committed to solving all IT Support and Security issues and reducing costs for our clients. To this end, Terminal employs and trains the top IT experts, and is a one-stop shop supporting best practices in the entire IT project lifecycle — and retaining clients through personal service and the continuous evolution of IT technologies.

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