

DESKTOP MANAGED SERVICES

DMS Modules	Basic	Premium	Gold
Equipment Lease			✓
Software Lease			✓
Startup Installation		✓	✓
Onsite HW Support	✓	✓	✓
Onsite SW Support		✓	✓
IMAC			✓
Enduser Helpdesk incl. Offsite SW Support (1 st line)	✓	✓	✓
System Administration (2 nd line)		✓	✓
Monitoring		✓	✓
IT Purchase Path	✓	✓	✓
Service Manager	✓	✓	✓
Enduser Training		✓	✓