PC Hardware & Software, Inc. fills the *Windows*™ and *Mac*™ computer needs of Small Office / Home Office *(SOHO)* organizations, businesses and individuals.

Founded by Dave Goldsmith in 1987, **PCH&S** has helped hundreds of clients in the Baltimore / Washington area by offering quality computer services and products at remarkably affordable prices. We know that computer automation leads to increased efficiency that results in reductions of expenses.

In all our relationships we pride ourselves in creating a positive, energizing working environment; we honor our commitments and work hard to establish and maintain the trust of our clients and associates.

Hardware

We build our *Windows* networks around the best fileservers and workstations on the market-- our own!

All of our PCs and laptops include *Intel* motherboards and processors. *Intel* is the world's leading manufacturer of PC processors.

PCH&S uses only the best devices and components from companies like: *Intel*, *Western Digital*, *Linksys, HP, Microsoft* and *Apple*.

We stand behind every PC we build with a one-year on-site parts and labor guaranty as well as second-year extended warranty option.

Services

PCH&S builds and installs new PCs, LANs and WANs.

We upgrade and repair existing computer systems even if we did not build or sell them (i.e. *Dell, HP, Apple*, etc.)

We troubleshoot PC and Mac problems, including the prevention, diagnosis and repair of systems that are infected with viruses and malware.

PCH&S offers an annual service contract (PCHS ASC) that includes on-site routine maintenance and free telephone tech support.

We can perform swing migrations of existing *Windows* servers to new hardware platforms as well as bare metal cloning of existing workstations to new *Windows* PCs and laptops.

PCH&S also offer software installation, custom software development and software training for *Windows* PCs and *Macs*.

We troubleshoot, configure and support all these great Apple products!

Websites

PCH&S designs, hosts, and promotes affordable websites.

We specialize in custom graphics, digital photography, video and audio, as well as shopping carts, SSL, and other forms of online commerce.

We offer website and blog development in *HTML, WordPress, CSS, CGI, Perl, Flash, JavaScript, PHP, MySQL*, etc.

We are fluent with publishing and podcasting content through *RSS, iTunes, YouTube*, etc. *(Online portfolio available upon request.)*

Off-Site Backup

Hackers are now able to ransomware data stored on local drives, including on NAS boxes. A safer alternative is to store your back-up data off– site, in the cloud. **PCHS** offers off-site backup solutions for small businesses, organizations and individuals.

Offsite storage has some additional advantages over on site storage, including:

- Access to data from any location, via Internet or FTP
- Data will be preserved in the event of a local catastrophic event
- Backup data can be shared with many different remote locations

Software

PCH&S specializes in software development, customization, integration, deployment and training for SOHO organizations.

We have trained hundreds of clients at our training labs in Baltimore city and in Hunt Valley, Maryland as well as at our client's own premises.

The programs and apps we support include:

- *Windows Servers & Windows Exchange Servers*
- *MS Windows 10 & 11*
- *Mac OS X*
- *MS Office (Word, Excel, Outlook, Power Point, Publisher, etc.)*
- Web Design: *WordPress, HTML, Photoshop*
- Mac: *Pages*, *Numbers*, *Bento*, *Dreamweaver*, *Parallels*, etc.

Contact

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Woodstock, MD 21163-1208
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www.pchs.net
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PCH&S Annual Service Contract (ASC) 2025: Explanation of Services

1.) **Network Status**— please note your network status on the enclosed laminated card or invoice — it will be one of the three following categories: **Single**; **Multiple Non–Networked** or **Peer Networked**; or **Client/ Server Networked (CS)**. The cost and services provided for each type of network status are detailed in the table (below.)

2.) **Telephone (Voice-Only) Support**– Normally billed at $2/ minute, is free for ASC clients. Telephone Tech Support is intended to get you past little problems quickly. This tech support does NOT include training on NEW items, but can include a review of items PCH&S has already trained you on. Remote-Access (Internet) support is billed at $80/ hr.

3.) **Travel Time**– Normally billed at $60/ hr. roundtrip, is free for ASC clients. There is a maximum of one- hour roundtrip covered per visit. Roundtrip travel time in excess of one hour will be billed at the standard rate of $60/hr.

4.) **On–Site Routine Maintenance**– Like all other on– site services, normally billed at $80/ hr., is free for ASC clients. Maintenance includes anti– virus and anti– spyware updates on workstations (requires currently–supported programs on your system), hardware diagnostics, malware scan, removal of temp files, update of *Windows* security patches update of anti– virus patches, updates of applications, optimization of server drives, test of backup system, etc. If any non–routine maintenance work is done during a routine maintenance visit, it is billed at the normal rate of $80/ hr. We may also fulfill routine maintenance work during a visit when we were called out to perform other services on your computer(s).

5.) **US Government National Cybersecurity required immediate mitigation action**– When the US Government announces required "Zero-day" emergency mitigation action, PCHS will perform these actions for our PCHS-ASC clients at our regular rate of $80 / hour.

Single- PC Home / Offices	$200 / year	• No charge for telephone tech support Mon-Fri. 9AM-5PM • No charge for travel time (maximum of one-hour roundtrip) • Annual (one– time / year) On– Site Routine maintenance (including anti–virus & anti-spyware updates & scans) • Immediate "Zero-day" emergency mitigation action at standard rate • Monitoring of Acronis system backups
Multiple Non– Networked PCs, or **Peer Networked** PCs Home / Offices	$400 / year (1-20 PCs) $800 * / year (21-40 PCs)	• No charge for telephone tech support Mon-Fri. 9AM-5PM • No charge for travel time (maximum of one-hour roundtrip) • Bi-Annual (two– times / year) On– Site Routine maintenance (including anti–virus & anti-spyware updates & scans) • Immediate "Zero-day" emergency mitigation action at standard rate • Monitoring of Acronis system backups
Client/ Server Networked– PCs (*Windows Server and Windows Small Business Server*) Home / Offices	$1400 / year (1-20 PCs) $2800 ** / year (21-40 PCs)	• Guaranteed same day support for Fileserver issues Mon.-Fri. • No charge for telephone tech support Mon.-Fri. 9AM-5PM • No charge for travel time (maximum of one-hour roundtrip) • Quarterly (four– times / year) On– Site Routine maintenance (including anti–virus & anti-spyware updates & scans) • Immediate "Zero-day" emergency mitigation action at standard rate • Monitoring of Acronis system backups

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Yes! I want to receive PCH&S' Annual Service Contract (ASC) Services in 2025!

❏Single- PC Home / Offices at $200 / year
❏Multiple Non– Networked PCs, or Peer Networked PCs Home / Offices at $400 / year*
❏Client/ Server Networked– PCs Home / Offices at $1400 / year**

Payment Options:
❏I have enclosed a check made payable to PCH&S
❏Bill my account. (Payment due Net 15 days of receipt of invoice.)

Name: _____   Company: _____

Mail to:
*PCH&S * 10913 Summit Ave. * Woodstock, MD 21163*