

PC Hardware & Software, Inc. Outline of Products & Services 2010

PC Hardware & Software, Inc. fills the computer needs of Small Offices / Home Offices (SOHO) businesses.

Founded by Dave Goldsmith in 1987, PCH&S has helped hundreds of clients by offering quality services and products at remarkably affordable prices.

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

Hardware



We build our Windows™ networks around the best file servers and workstations on the market--our own!

All of our PCs include Intel motherboards and

processors. Intel is the world's leading manufacturer of PC processors.

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

We stand behind every PC we build with a one-year on-site parts and labor guaranty.

Service



PCH&S builds and installs new PCs, LANs and WANs; we upgrade and repair existing systems.

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

PCH&S offers an annual service contract that includes on-site routine maintenance, free telephone tech support, and remote data backup/storage solutions.

We also offer software installation, custom software development and software training.

Websites



We design, hosts, and promote affordable website solutions.

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

PCHS offers website development in HTML, Flash, JavaScript, Joomla, CGI, Perl, ColdFusion, ASP, PHP, MySQL, etc.

CRM



Customer Relations Management (CRM) is a key component of any organization's success.

ACT! is the most popular contact manager software in the world because it is highly-customizable, inexpensive, easy to use, and runs (or syncs to) PCs, Blackberries and Palm handheld PDAs.

PCH&S has been installing, customizing and training ACT!-based CRM solutions for SOHO organizations since 1995.

Dave Goldsmith was a co-creator of *BetterACT! For Remodelors* and has frequently lectured on PC-based time management solutions for individuals and SOHO organizations.

Software



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

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

The programs we support include:

- * MS *Windows* (All versions)
- * MS *Office Suite* (*Word, Excel, PowerPoint, Access, Outlook, Publisher, etc.*)
- * MS *Internet Explorer*
- * *ACT!* Contact Manager
- * HTML, Adobe *PhotoShop* and web design

Contact



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PCH&S Annual Service Contract (ASC) 2010: Explanation of Services

1.) **Network Status**— please note your network status on the enclosed laminated card — 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.)

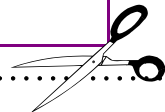
2.) **Telephone Tech Support**— Normally billed at \$2/ minute, is free for ASC clients. Telephone Tech Support is intended to get you past little problems quickly. This tech support does NOT include training on NEW items, but can include a review of items PCH&S has already trained you on.

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 (requires currently-supported programs on your system and broadband internet access), hardware diagnostics (Scandisk, Defrag., 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 system(s).

5.) **Training Classes**— Normally billed at \$20/ hr. / student (four student minimum), is \$15/ hr. / student for ASC clients. Normal fee of \$100/ day for classroom rental at our training locations is \$75/ day for ASC clients.

Single- PC Home / Offices	\$200 / year	<ul style="list-style-type: none"> 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) 25% discount for all training classes
Multiple Non-Networked PCs, or Peer Networked PCs Home / Offices	\$400 / year (1-20 PCs) \$800 * / year (21-40 PCs)	<ul style="list-style-type: none"> 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) 25% discount for all training classes
Client/ Server Networked- PCs (Windows Server and Windows Small Business Server) Home / Offices	\$1400 / year (1-20 PCs) \$2800 * / year (21-40 PCs)	<ul style="list-style-type: none"> Guaranteed same day support for Fileserver issues 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) 25% discount for all training classes



Yes! I want to receive PCH&S' Annual Service Contract (ASC) Services in 2010!

- 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: _____