



SHILOH SERVICE

Shiloh Service Offers Premier Service Plan

With our new Premier Service Plan, we offer all the benefits of our Basic Maintenance Plan, plus the ultimate peace of mind: **Never pay another service bill outside of your contract.**



SHILOH'S PREMIER SERVICE PLAN INCLUDES:

- Unlimited labor to solve your problems, all for about the cost of your company's monthly electric bill.
- No extra charges!
- Virus and spyware protection and remediation.
- Remote access technology and priority onsite visits to solve your problem quickly.
- Monitoring Backup protocols to assure the safety of your critical data.
- Free loaner equipment.

Premier Service Plan

- Unlimited labor to solve your problems.
- No extra charges!
- One monthly fee to keep your computer systems running without interruption. (For about what your company might expect to pay for electricity each month.)
- All parts, labor, and travel costs for equipment repair.

Protect Your Valuable Data!

Computers are becoming less expensive, problems are not. In fact, the cost of responding to today's computer disasters, from viruses and spyware to Windows corruption and hard drive failures can sometimes exceed the value of the equipment being serviced. Even if you replace your equipment, you will need to set up your new computers on the network. In addition, Internet and email services must be reestablished and other relevant programs reinstalled. A Premier Services Plan facilitates the necessary changes.

When you think about it, there is no alternative to good maintenance. Proactive maintenance that prevents downtime is the least costly solution to today's complex IT issues.

**Call Today
For More Information About
Shiloh's Premier Service Plan**

724-863-0190 or 1-888-374-4564

CORPORATE HEADQUARTERS

85 Mountain View Place, Irwin, PA 15642

Phone 724-863-0190 TOLL FREE 1-888-374-4564 Fax 724-863-9584 info@shilohservice.com



SHILOH SERVICE

Benefits of Shiloh Service

Our Premier Service

Shiloh's Premier Service Plan features all the benefits of our Basic Maintenance Plan, with the addition of:

- **Virus & spyware protection**, including assurance of proper updates and smooth continuing operation and remediation of viruses on infected computers.
- **Application service support**. Shiloh acts as your in house IT department and works with your application vendor to resolve tough issues quickly.
- **Budgeted network repair and integration services**. Shiloh will replace free of labor charges any existing computers or addition of new computers to the network. You pay only for the new equipment.
- **Keeping your systems up to date**. We handle updates for your Operating System and major software. Many of today's updates are security related and essential to keeping your system vulnerability low.
- **Remote access assistance** allows Shiloh technicians to log into your network and fix problems remotely, which means many issues can be solved more quickly than the travel time between our office and yours!
- **Monitoring of backup protocols**, to assure the safety of your critical data.

Our Basic Maintenance Plan

- **Quality parts** for your computers, printers, and computer peripherals.
- **No labor costs** to install parts or bring equipment in for repair.
- **Preventative Maintenance**, including yearly checkups and cleaning and a regular schedule of visits based on the size and complexity of your system.
- **Prompt Reliable Response**. Return calls within one business hour; onsite help within 8 business hours.
- **Network Priority Response**, utilizing remote access technology and priority onsite visits within four hours as needed.
- **Free Loaners**. Sometimes specialized restoration is needed to repair equipment. If we must bring your equipment into our repair shop, free loaners (computer, printer, and computer peripherals) are provided. Shiloh will even transfer your current data files onto the loaner equipment so your business doesn't lose a beat.

We Fix Problems Before You Are Aware of Them

Most importantly, with Shiloh's Premier Service Plan, we fix problems before you are even aware of them, before they result in the kind of downtime that costs you money. It's a proactive approach to computer system maintenance that you cannot afford to miss out on.

Contact us today for a quote on a Premier Service Plan for your business.

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