



Infrastructure

Communications

Security

Integration

Development



psimetrix

managed
technology
services

we take the **SH** out of **IT!**[™]

Infrastructure planning, maintenance, and deployment is the backbone of every business. Are you ready to expand or are you just getting by? We keep your servers, desktops, and networks in peak running condition.

Infrastructure

Communications is much more than just bandwidth. What are your business systems not telling you? Collaboration solutions improve the efficiency and effectiveness of information flow, ensuring all your resources are informed and working together to create a profitable business environment.

Communications

Information assets must be protected! How is your data protected? Expert consulting and maintenance for network security, spam, and virus protection, combined with intelligent strategies for information access keeps your business ahead of the game.

Security

Integrated business solutions turn work into child's play. Do your software applications and business resources work together? Strong integration and efficiency increases morale, motivation, and creativity across all levels of your organization-- ultimately creating new and different business opportunities!

Integration

Every business is unique. Does your software portfolio match your business model? Expert consulting matches you with existing solutions or the creation of custom applications perfect for doing business your way.

Development



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303-469-9763

About Us

PSImetrix is a family-owned consulting business, based in Broomfield, Colorado. The founders, Larry and Sheila Hatfield, together have over 30 years experience in integrating technology within a corporate environment, so you can rest assured that the most appropriate technology solutions will be applied to your unique situation.

Technology can make it easier! When and if you have the right resources working in synergy with your business goals and resources. Psimetrix Managed Technology Services puts the intelligence back into technology, letting you focus on business results.

Background

Larry Hatfield specializes in IT operations: from hardware design and repair, corporate application servers, relocation and deployment planning, to business intelligence. With 15 years experience in personal and corporate technology, he has implemented projects deploying over a million dollars worth of equipment, saving the client over 400K by negotiating with equipment suppliers, completing the project on schedule and with zero downtime for 200 end users.

Sheila Hatfield specializes in software solutions, creating and managing software projects for custom business model solutions for the marketing, communications, retail, business intelligence, and IT industries. With over 15 years experience in software development and software lifecycle management, she is invaluable at business application development and planning, integration, and business process management.

Our Commitment to You

When you need reliable and effective solutions to your business challenges, you can count on PSImetrix Managed Technology Services to understand your needs and provide the solution you are looking for within your time and budget constraints. Our wide range of technology experience leverages options that make the most of available resources.



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Break - Fix Services ~ \$125 / hr

No contracts, no minimums. Just call us when you need us. On site or remote support usually within 8 business hours, subject to technician availability.

Service Level Agreements

Business is smooth sailing with a Service Level Agreement (SLA). Monthly maintenance keeps your systems at peak performance and a technician is available to be on site within 2-6 business hours at your request, depending on your level of investment. Secure your low hourly rate with an annual contract to stop the fire fighting and move your business back into the green.

	Seed	SMB	Enterprise
SLA Response*:	6 Hours	4 Hours	2 Hours
Maintenance:	2 Hours	4 Hours	8 Hours
Regular Rate:	\$95 / Hour	\$100 / Hour	\$120 / Hour
Emergency:	\$150 / Hour	\$150 / Hour	\$120 / Hour
# of Users:	1-5	5-20	20+

*SLA Response is the maximum business hours from your request to a qualified technician working on your issue. Business Hours are 8am - 5pm Monday thru Friday, except Holidays.

*Emergency rate applies for work done or requested outside of normal business hours and for immediate emergency service when the on call technician is paged.

Equipment and software needed for service are not included. Parts can be purchased by you from the vendor of your choice, or we can supply them and add them to your statement.

If multiple business sites are under contract, the maintenance applies to each location.

Cancellation: You may terminate the agreement with 30 days written notice. The termination fee is equal to the remaining monthly maintenance hours of the original agreement.

Wireless Broadband

Waiting on broadband internet service to be installed at your office? Get your office connected with T1 or better wireless temporary broadband service established in hours, not weeks! \$250/month (2 month minimum), no contract required! Subject to wireless service availability.

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SERVICE LEVEL AGREEMENT for IT Services

Effective Date: _____

CUSTOMER INFORMATION (the "Customer")

Customer Name: _____
Contact: _____
Address: _____
Phone: _____
Email: _____

1. SERVICE TERMS

Psimetrix Inc. (the "Service Provider") will provide on-site computer services and phone consulting to the Customer for the duration of this agreement. Customer agrees to engage the Service Provider for IT Services for the term of this agreement, with the following minimum hours of service per month, as specified below:

Contract Term: _____ **Months**
Service Rate: _____ **per hour**
Emergency Rate: _____ **per hour**
Monthly Minimum: _____ **hours per location**
Response Time: _____ **business hours**

Normal Service hours are 8am to 5pm Monday through Friday, except Holidays. Emergency Service Hours are between 5pm and 8am Monday through Friday, and any time Saturday, Sunday or Holidays; or when the on-call technician is paged for immediate assistance.

Parts and software licenses are not included in this agreement and if purchased are itemized separately on the Customer's monthly statement.

The Customer Contact specified above will be consulted to authorize work before work is performed. On-site service calls incur a one hour minimum, and are billed in half-hour increments. Phone consulting calls incur a 30 minute minimum, also billed in half-hour increments. The Customer will notify the Service Provider of any "authorized users" allowed to request service under this agreement, and will notify the Service Provider of any changes to this authorized user list.

2. SATISFACTION GUARANTEE

Service performed on any computer or electronic system or peripheral, is under guarantee for 2 business days after completion of the service.

You understand and agree that it is your responsibility to test and verify service results within two business days from service completion. If any original issues persist or reoccur, you must notify Psimetrix within 2 business days from the date of the service, and either a technician will be rescheduled to resolve the issue to your satisfaction at no charge OR original service charges will be waived.

Due to the volatile nature of computer systems and related equipment, Psimetrix is not responsible for issues which reoccur or return more than 2 business days after service. If a technician is rescheduled to resolve a guarantee issue, and determines the issue is not related to the original service, or was caused by a user or software application that was installed or reconfigured since the original service, normal service charges will apply to the original service and to the additional guarantee service.

Expressly, you understand that Psimetrix can not warrant that the operation of Your computer systems, networks, or software will be uninterrupted or error-free, as this falls under the responsibility of the software and/or systems manufacturer.

3. PAYMENT FOR SERVICE

Full payment for service will be made according to the following terms 30 days net from date of invoice, invoiced monthly.

A late fee of \$39.00 per month will be added to each invoice which is not paid in full by it's due date. You agree such a late fee applies as a fair and valid charge, and will increase the balance due before such invoice is considered paid in full. If any invoice balance remains unpaid 30 or more days after it's due date, no more service will be provided until ALL open invoices on Your account are paid in full.

As security for the payment of the goods and services owed by You to the Service Provider, the Service Provider retains a security interest in such goods sold to You, until such time as the goods and related services are paid for in full. The Service Provider may, in a manner provided for by law, retake the goods and, in addition hereto, pursue any other remedies provided by law.

You agree to pay all cost of collection of any delinquent charges incurred by You, including but not

limited to: attorneys fees, collection agency fees and court costs. Psimetrix is hereby authorized to investigate Your credit report, and to report to responsible persons and Bureaus, Your performance under this agreement.

4. TERMINATION

The Customer may terminate this Agreement at any time with 30 days written notice delivered to Psimetrix Inc. Upon termination by the Customer the Customer agrees (1) to pay a termination fee equal to the monthly minimum amount multiplied by one-half of the months remaining in the original term of this agreement; and (2) any outstanding service hours not yet invoiced will be billed at the current regular rate.

The Service Provider may terminate this Agreement at any time for any reason with 30 days written notice delivered to the Customer.

Termination notices must be in writing and delivered either personally, deposited in the U.S. Postal Service mail return receipt requested, or via facsimile.

Agreed Upon By:

Customer: _____
(Signature) (Date)

Name: _____
(Print)

Title: _____
(Print)

Service Provider: _____
(Signature) (Date)

Name: _____
(Print)

Title: _____
(Print)