

The WHY

- Tracks and attacks technical conditions before they become serious problems
- Supplements and/or replaces full-time IT Staff
- Reduces costs while improving the quality of service
- Diagnoses and repairs computer problems while you watch, while you work or while you sleep

The When

- Before it's too late!
- Now is the time!
- R U Still Waiting?
- Call us NOW!

Call between
8:30 am - 5:00 pm
(Eastern)

877-4BERACHA
Select Option 2
Extension 705

The WOW !

- ! Eliminate 97% of all expensive On-Site Tech Support calls
- ! Save 242% on Tech Support fees *
- ! Pay for only what you use, or try a budget plan
- ! Supports PCs, Laptops, Printers, Palm OS Servers, Switches, Firewalls, Wi-Fi and More. . .

The How

- ! Beracha donates \$50.00 per/hour for your need *
- ! Our Practice: "We Serve Those Who Serve"
- ! We're The "Swiss Army Knife" for your Systems & Support



Your Prescription for PC Health!

Application & Technology Support

Network & Desktop Administration & Support

24 / 7 Emergency Support
Instant Response

Remote Tier II Support
Chat, Toll-Free & Encrypted
Serving the US and 32 Countries

1st Level Disaster Recovery

Security Management
Version & Patch Management
Employee & Policy Abuse Management

Training, Set-up & Hosting

Free Tier I Support
24 Hour Guided Support

Warranty Support & Software Compliance

"Nev'r-on-Hold" "Call-u-Back"
Support Teams who speak English well

Subscription Based Services

Data Center Hosting



* Based on average Beracha subsidy compared to value-priced plans nation-wide

Calculating the Costs

What options for support should you consider? Let's do some quick and simple math to find out.

Based on average "resolution time" claims from numerous sources, we will use two hours as the mean resolution time for these calculations.

For onsite service, rates are charged either on a "per hour" or "per incident" basis. Since we are calculating "per hour", I compared the rates of four leading national on-site service providers and worked out an average of \$100 US/hour for onsite support. So the total cost for a two hour service call ends up being \$200.

Next we examine the cost of the drop-off service option. Prices in this category vary a little more depending on the service provider but a comparison of two national providers and two "mom and pop" local service depots resulted in an average hourly rate of \$60 per hour. Based on our two hour resolution time the labor cost for this option is \$120.

Finally there is the remote support option. An average comparison of four trusted national providers resulted in a rate of \$80 per hour. For a two hour resolution time the total cost is \$160.

But we're not done yet. Now we have to factor in the loss of wages that has resulted from the down time. 2003 Bureau of Labor statistics suggest that individuals who use computers for a living make an average of \$36.20 an hour in wages and benefits. So using that figure as the "per hour" loss due to downtime for a single computer, we can calculate and compare the total cost of downtime for each of our three timelines.

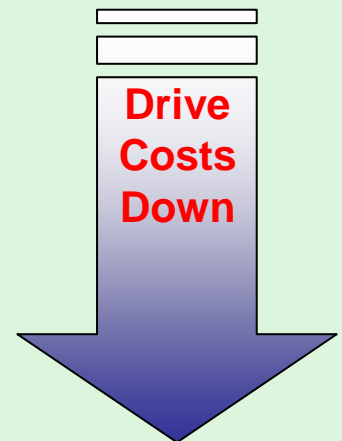


Your Prescription for PC Health!

Option One - Onsite Service
Total Downtime: 8 hours
Lost wages: $\$36.20 \times 8 = \289.60
Cost of Service: \$200
Total Cost of Downtime:
\$489.60 per PC

Option Two - Drop Off Service
Total Downtime: 20 hours
Lost Wages: $\$36.20 \times 20 = \724
Cost of Service: \$120
Total Cost of Downtime:
\$844 per PC

Option Three - Remote Service
Total Downtime: 2 hours
Lost Wages: $\$36.20 \times 2 = \72.40
Cost of Service: \$160
Total Cost of Downtime:
\$232.40 per PC



Eliminate 97% of On-Site Support

Save 242% of Total Support Costs

Increase Employee Productivity from 300% to 900%

www.Beracha.org
e-Mail: Solutions@Beracha.org