

March 9th, 2007

[Client Company]
[Client Name]
[Client Address]
[City], [State] [Zip]

Good morning [Client Name].

Congratulations - You've reached "Premier" status. That's an honor awarded only to a select few. It demonstrates your understanding of the important role technology plays in your business. In recognition of our Premier-level clients, we have created "fixed-rate" services to help you keep costs under control while still utilizing the best and latest technology.

We have invested in sophisticated tools and developed custom processes to protect your data, keep your computer systems reliable and your employees productive. Our new Premier-level service is called {ITSO Program Name}. {ITSO Program Name} is a flat-rate monthly service that includes all of the labor, software, hardware and services that are required to keep your systems running smoothly. {ITSO Program Name} provides around-the-clock monitoring of your network and computer systems to prevent downtime, outages and other technical problems before they interrupt your business. {ITSO Program Name} also offers unlimited, remote technical support to respond quickly to emergency issues and keep your team productive.

{ITSO Program Name} offers the following advantages over traditional IT services:

- Fixed monthly payments
- Immediate technical support – no more waiting for on-site technicians
- Preventative Maintenance – increased productivity

Why do you need {ITSO Program Name}?

{ITSO Program Name} is a preventative maintenance plan to keep your computer systems running like the day you purchased them. We created the {ITSO Program Name} because our clients were paying us to bring their systems back from a critical situation, often costing much more than if the computer systems were properly maintained.

{ITSO Program Name} also provides direct access to our helpdesk where our technicians solve up to 70% of all technical support issues remotely! Our quick response coupled with a comprehensive preventative maintenance plan will dramatically improve productivity and reduce your overall investment in computer-related services.

What's included?

{ITSO NAME} includes comprehensive monitoring of your servers and network-based equipment, and provides a maintenance schedule to keep your team productive. Our server maintenance offering leverages the tools and expertise of our entire company and places that expertise directly in your server room.

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{ITSO Name} keeps your servers, workstations, laptops and all network equipment optimized and secure by performing daily, weekly and monthly maintenance. The {ITSO Program Name} includes:

- Asset Management - Complete hardware, software and user security audit
- Backup / Disaster Recovery – Manage existing backup solution
- Real-Time Monitoring – Monitor all Windows Event Logs, network devices
- Security Management – Remove and prevent anti-virus, anti-spyware security solutions
- Microsoft Updates – Install and manage all Microsoft Updates
- Disk Defragmentation - Perform hard disk maintenance on a scheduled basis
- Unlimited Remote Tech Support - Direct access to our helpdesk for immediate support
- Executive Reports – Weekly, monthly and quarterly reports keep you informed

How does it work?

The {ITSO Program Name} management software will monitor all of your computer systems in real-time and provides our office with remote access to your network. When a problem is discovered, the management software can resolve the problem automatically or if the problem persists, the software will notify our support team for further action.

The {ITSO Program Name} management software will appear as a small icon in the Windows system tray. When you need assistance, simply double-click on the icon and answer the three questions on our Support Request form. You may also call our office and request immediate support. You and our support team can interact in real-time to diagnose and resolve issues quickly without our technicians physically visiting the desktop. This process takes minutes and we're confident you won't find such easy, reliable and timely service in {ITSO Location}.

Are there any guarantees?

Your total satisfaction is guaranteed. If at any time you are not completely satisfied with our {ITSO NAME} service, you can exit the relationship. No strings attached. In fact, we'll even help you make the transition. That's how confident we know you will be delighted with our service.

{ITSO Name} is dedicated to providing the best solutions and services for our customers. Until the end of May, we are offering to waive the {ITSO Program Name} setup fee for our Premier-level clients. Please contact me soon so you can take advantage of this tremendous offer.

Thank you again for being a loyal {ITSO Name} client. We appreciate your business and I look forward to speaking with you soon.

Regards,