



Attention Valued Ryan Computer Services Client;

As many people know proper maintenance is the most effective way to ensure that you receive the best performance and most reliability for your investments; this is all too true for your computer equipment as well. We have put together a complete computer and network equipment maintenance program to ensure that you receive the best performance and longest lifespan out of your valuable office equipment.

Ryan Computer Services has been providing this service to a number of our clients over the past 10 years. Many of our clients have this service scheduled on a one year or six month rotating schedule dependent upon the environment that their office equipment is installed in. This is a very flexible service that we involve the clients input in when determining exactly which portions of the maintenance they require and how often that the schedule requires to be repeated.

We have included a list of the maintenance services that we offer on our maintenance plan and a brief description of why each is important to maintain your systems health and performance.

1. Physical Inspection and Cleaning
 - a. Each piece of equipment will be physically inspected to ensure all components are in proper working condition
 - b. Each computer to have all dust and debris removed with a static-free vacuum and compressed air
 - c. All components will be removed, cleaned and re-seated into the place of origin to ensure proper contact is made
 - d. All cable connections will be inspected and re-seated to ensure proper contact is made between the cable and it's respective device

2. Software and Updates and Housecleaning
 - a. Each workstation and server listed in the maintenance program will be scanned for non-essential programs including spyware tools, Internet Toolbars and other programs.
 - b. Upon discovery of virus' and/or excessive spyware we will run safe and certified utilities to fully scan and remove any additional hidden spyware components
 - c. All windows temporary file and internet cache files will be permanently deleted
 - d. Windows performance settings will be checked to ensure they are correct
 - e. All Microsoft supplied updates will be installed if they are not set to automatically install to ensure any known security issues within the Microsoft operating system are properly addressed
 - f. All computers will be checked to ensure valid Anti-Virus and Anti-Spyware is installed and configured properly. Also these important programs will be checked to ensure they are receiving regular updates to provide you with the most up-to-date protection from Virus's and Spyware

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3. Hardware and Software Inventory

- a. Each computer will be diagnosed and will provide a detailed summary of the hardware and software that is installed on it. These records can be printed out in a hard copy or saved as a paperless record to ensure all hardware is functioning properly and is also a vital tool to ensure your software is properly licensed. Also these reports can be used to ensure the operators of the workstations are not installing additional non-required software that may slowdown the computer and hinder performance.

All computers have moving parts (particularly CPU and Power Supply fans) and cleaning the dust and “hairballs” out of these parts is critical to ensuring that your computer can maintain an appropriate operating temperature. If the fans are not spinning properly your computer will overheat. Overheating causes data corruption and can cause complete failure of the hard drive and motherboard/CPU. This is a very important part of the maintenance service; if upon inspection the fans in a system are not spinning properly they will first be cleaned and if that does not remedy the problem, the fan will be replaced.

The second portion of the maintenance plan is related to the software running on the systems. Without properly configured software you will never see the performance and reliability that you paid for from your computer. Many software vendors regularly release updates to their applications that fix small issues and patch security vulnerabilities in their applications. These patches, particularly Microsoft Operating System patches need to be installed to ensure system stability and maintain proper performance from your system. Anti-Virus and Anti-Spyware software is an important part of the plan to make certain that your computer is not running rogue applications in the background that can not only slow down your computer but can also congest the network that the computer is sitting on; this in turn can slow down an entire office and congest the internet connection. Cleaning up temporary files will ensure that your hard drive remains free of clutter and can solve a number of problems with program installations and day to day usage.

We at Ryan Computer Services want to assist you in ensuring that you get the most performance and longest lifespan out of each of your workstations and all of your computer equipment. Please feel free to contact us to setup scheduled cleanings.

Sincerely,
Ryan Computer Services

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