

## **Award-Winning Maintenance & Support**

The high level of success that DTCS has achieved is directly attributable to the enormous emphasis that we place on supporting our clients in all aspects of their businesses. When you choose to extend your stay with us, you are making a commitment to us. We reciprocate by pledging to be prompt and professional as we tirelessly work on your behalf to nurture and grow your company.

We offer standard hourly rates, a monthly maintenance plan and retainer plans with incentives as our options for supporting our clients with our highest priority to our retained clientele. Your company, as well as your bottom line, will immediately notice the DTCS difference with our efficient tenacity as we toil toward your success.

### **24/7 Maintenance Available**

When you partner with DTCS, we have on-call staff that can assist you anytime 24/7, even nights and weekends. DTCS builds strong relationships with each and every customer, providing stability and support for the long term. We pride ourselves deeply on maintaining one-hundred percent customer satisfaction from start of a project to the life of the business relationship. Success fosters goodwill and we are much endeared by our clients - Find out for yourself!

### **Maintenance Contracts**

After DTCS has completed your project, you have the option to purchase a maintenance contract for a specified number of hours at a specified hourly rate. This contract, which is our mid-level support offering, offers a reduced hourly rate for a set number of hours and is billed quarterly. Your company has full access to our entire suite of services with all monthly overages requiring pre-approval. All overages will be billed at standard hourly rates.

### **Retainer Programs With Incentives**

DTCS offers its premium level of support as a retainer plan with escalating incentives. As a retained client, you are given the highest priority for any service request. Prepaid retainer plans start at \$10,000 with a ten percent discount and go to \$25,000 which receives a fifteen percent discount. Retain the expert consultants at DTCS and watch your return on investment soar.

### **Software & Hardware Maintenance**

DTCS can remote administer any network or server, as well as troubleshoot workstations and personal computers. We maintain a highly qualified referral list of technicians to service you onsite around the clock for hardware failures. We will work around the clock to ensure that your hardware or software is repaired or replaced. Failure, or the data loss resulting, is not an option in the support equation.

### **SEO & Custom Reporting**

After DTCS has achieved top search engine placement for your company, we can continue the optimization process to ensure that you stay on the top of list. We also track keyword conversion to see which keywords are generating sales and which keywords are just generating traffic. In order to maintain top position, periodic updates must be made to the website and DTCS covers this without fail. We can continue an aggressive push for new keywords or we can simply report your current high placement.

DTCS offers our highest level of service to our retained clients, with whom we truly are at "beck and call". With any support solution, no problem is too small or too large for our team of highly trained experts. Everyone at our transparent organization is available for meeting in person, on the phone or by email, as we are here for the basic purpose of helping our clients succeed. Whatever the client needs, the client receives.