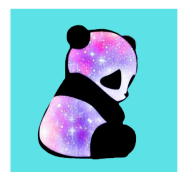


2024

Professional  
Computer & Software  
Catalog

# Astro Clare Technology

[www.astroclaretechnology.github.io](http://www.astroclaretechnology.github.io)



## **Astro Clare Technology © Flint, MI EST 2024**

We at Astro Clare Technology are proud to have you trust us with your next technological choice.

Our main objective is to provide you with results and service unlike any company has ever given. We are well trusted, and commonly used among many in Michigan.

### **Executive Summary**

Astro Clare Technology: Cybersecurity, IT & Technician Solutions is a company focused on help solutions and safety protocols. Our main goal is to help maintain protection for your devices along with streamlining your computing technology. We provide cyber protection, IT help for business or home and technician ministrations, to satisfy every need.

### **Company Description**

Astro Clare Technology: Computer Support & Software Solutions is a company from the Astro Clare Technology Cooperation with 3 sister companies on its side. This not only proves the support but, the strength and power involved with this business. Although there are many tech companies in the world, none of them can match to the Astro Plan. Our company provides top of the line, thorough training for all clients. With a combined 30+ years of experience as well as 15+ years of knowledge we are quite mettlesome. Not only do we provide remarkable training with our cybersecurity solutions, we also give our highest quality possible in all repairs, software development and networking infrastructure.

**We thank you for trusting in Astro Clare Technology!**

*Clarence Scott*  
CEO & Founder

# Computer Maintenance Checklist

Use this checklist below to help you easily maintain a safe and problem-free computer. Before significantly changing your computer habits at the office, check with your local technical support contact to avoid conflicts with departmental computer maintenance or security.

## Daily:

- Lock your computer screen whenever you step away from your desk. (**Windows Key + L** or **Control + Command + Power Button**)
- Use a cable lock to prevent theft. (Optional)
- Verify that security software is running.
- Back up files to secondary drive or cloud storage. (Optional)
- Power down your computer at the end of the day.

## Weekly:

- Automatically run full scans of your computer for viruses and spyware.
- Delete e-mail in junk mail and deleted items folder.
- Empty recycle bin, delete unused or duplicate files, e-mail attachments, and uninstall unused applications.
- Move physical backups to a secure, offsite storage location

## Monthly:

- Check for and install updates to software you use regularly, including:
  - Operating System
  - Security Software
  - Productivity Suites
  - Internet Browsers
  - E-mail Client
  - Java / Adobe Software
- Run Disk Cleanup to delete unnecessary files:
  - Right click on the drive you want to clean
  - Properties > General > Disk Clean Up
  - Select the files your computer should clean
  - Click OK

**\*\*\*\* TRY TO UPDATE YOUR PASSWORDS EVERY 3 MONTHS FOR EACH DEVICE \*\*\*\***

**REMEMBER TO PRACTICE GENERAL SAFE COMPUTING HABITS EVERY DAY. KEEP YOUR PASSWORDS PRIVATE, BE AWARE WHEN SURFING THE INTERNET, AND STAY AWARE OF E-MAIL AND PHISHING ATTEMPTS. ANY TASK ABOVE CAN BE DONE ON A MORE FREQUENT BASIS.**

# Computer Maintenance Checklist

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_

## Devices:

- 1) \_\_\_\_\_ S/N: \_\_\_\_\_
- 2) \_\_\_\_\_ S/N: \_\_\_\_\_
- 3) \_\_\_\_\_ S/N: \_\_\_\_\_
- 4) \_\_\_\_\_ S/N: \_\_\_\_\_
- 5) \_\_\_\_\_ S/N: \_\_\_\_\_

## Hardware:

- Check to make sure the computer, monitor and printer are all properly plugged in with correct cable management. (If applicable also into a surge protector.)
- Clean monitor, keyboard and mouse with alcohol free wipes. Get debris out of keyboard and mouse with compressed air.
- Clean external grills, power supply grill and exhaust fans.
- Check power and ribbon cables & ensure cables are not obstructing airflow.
- (Optional) Clean optical drives with CD/DVD lens cleaner.
- Note all makes, models and serial numbers of computer(s) components. Be sure to do this for any repairs or emergencies that may arise.

## Software Maintenance:

- Check for updates on the system, configure automatic updates if client approves.
- Update virus definitions or instal antivirus. (Go with built-in protection if necessary.)
- Clean browser history and temp files. Ask client if they would like cache and cookies deleted.
- Run a disk clean up and empty recycle bin. Run disk defragmenter from the same location.
- Backup data - pictures, movies, music documents and emails to external device provided by client.

Maintenance By: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Client Print: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Computer Repair Services

Hard Drive Wiping (Certified / Non-Certified)	\$15 / \$10
Diagnostics Fee (1)	\$25
Operating System Reinstall	\$50
Hardware Replacement (3)	\$50
Data Transfer: Computer or External Device (4)	\$40
Operating System Installation (2 & 3)	\$75
Virus/Spyware/Malware Removal	\$125
Memory Upgrade (3)	\$45
Hardware Upgrade (2 & 3)	\$45
Software or Driver Installation (2)	\$35
Printer Setup	\$45
WiFi Configuration (2)	\$45

- 1) \$25 diagnostic fee will be applied to any service associated with repairs. This is a non-refundable fee.
- 2) Software and valid software license must be provided prior to installation.
- 3) Parts can be supplied by client. If not, an Astro Clare Technology Associate can order parts for an additional cost. (Based on availability)
- 4) External device or media must be provided. Pictures, PDF's, Documents, Music and Video files will be transferred from: Desktop, Downloads, Documents, Music, Pictures and Videos folders only. Client must specify any additional folders to transfer.

\* Software is non-transferrable.

\* Technicians are not responsible for missed files.

# Computer Service Catalog

Computer Software Training - \$45/hr

## **What is this service?**

Custom training sessions for, new or old, software commonly used at your facility. Regularly scheduled courses can be arranged to support software specific requirements.

## **What is included?**

- Course Selection
- Schedule posting
- Training room management
- Arranging custom training courses
- Curriculum development
- Student satisfaction surveying

## **What should you expect?**

All students will be equipped with the required knowledge and skills to enable effective use of computer software and programs needed and related to facility standards.

# Computer Service Catalog

Desktop Support - \$70/hr

## **What is this service?**

This covers all technical support services relating to desktop, laptop and mobile computing devices.

## **What is included?**

- General desktop and end-user device support from computer technicians
- Setup and configuration of Desktop Computers
- Anti-Virus. And IT security assistance
- Use of loaner computer **(while primary computer rebuild is in progress. WHILE SUPPLIES ARE AVAILABLE)**

## **What should you expect?**

Professional and timely support for services mentioned. This is considered subscription based services. **(All non-subscribed service calls for Desktop Support will be \$100/hr)**

# Computer Service Catalog

Helpdesk Support - \$30/month or \$50/call

## **What is this service?**

This covers Helpdesk support services relating to connectivity, IT network, computers and applications.

## **What is included?**

- Password resets
- Network Troubleshooting
- Policy Waiver Forms
- High-Level Desktop and Networking Inquiries

## **What should you expect?**

Professional and timely support for services mentioned. This is considered subscription based services. **(All non-subscribed service calls for Desktop Support will be \$100/hr)**

## **Provisioning Service Level Goals -**

- Password resets and *some* level 1 requests are handled immediately over the phone.
- Normal priority requests are handled within seven (7) work days.
- ASAP priority requests are resolved within five (5) work days.
- Urgent priority requests are resolved in less than two (2) work days.



# Computer Service Catalog

Operating System Administration - \$70 per system

## **What is this service?**

Administration of Linux or Windows based systems are provided. The operating system is installed, configured and maintained for 72 hours by Astro Clare Technology Employees. After, management of your facility will be responsible for managing system applications and any further configuration.

## **What is included?**

- Initial installation and configuration of the operating system and basic utilities
- Timely application subsequent patches to the system
- System owner will be granted limited privileges needed to manage their applications.
- Operating Systems readily available are: Windows (10 & 11), Kali Linux, Ubuntu, CentOS. Any others should be special requested.

## **What should you expect?**

Fully updated and installed operating system according to your standards for facility use. Systems will receive 72 hour support (business hours), there after any issues will not be included under the same service plan and will receive a separate work order.

## **Provisioning Service Level Goals -**

- Requests for new system installs will be handled within 15 business days
- Requests for patch application within 5 business days
- Installation of non-standard operating systems will be considered on a case-by-case basis and turn around time will depend on the OS involved and the complexity of the system.

# Computer Service Catalog

System Administration - \$100 per system

## **What is this service?**

Implementation, administration, operations and maintenance of computer systems to support your facilities software and users. Operating systems supported include Windows, Linux as well as OSX, running on physical or virtual machines.

## **What is included?**

- System provisioning and configuration
- System administration
- Database administration
- Performance monitoring and tuning
- System operations and data entry
- Security monitoring and remediation
- System and data assurance (backup and disaster recovery)

## **What should you expect?**

Full implementation of systems to support facility needs. Professional services to ensure you are full running properly to continue business or personal assignments.

## **Provisioning Service Level Goals -**

- Response to inquiries typically responded to within two (2) work days.

# Computer Service Catalog

Web/Software Development - \$300 - \$30,000

## **What is this service?**

Design, development, implementation and full cycle support of web sites, web-based systems and custom applications that support the facility needs or personal needs of your request.

## **What is included?**

- SEO and Web analysis
- UX/UI design
- Prototyping
- Implementation and roll-out management
- Integration and service architecture
- Unit testing
- Content management
- Requirements Analysis
- Usability review and testing

## **What should you expect?**

Full implementation of systems to support facility needs. Professional services to ensure you are full running properly to continue business or personal assignments.

## **Provisioning Service Level Goals -**

- Response to inquiries typically responded to within two (2) work days.

At Astro Clare Technology we are committed to delivering excellence in every aspect of computer support and software development. Our tailored solutions, backed by expertise and innovation ensure that your technological needs are not just met but exceeded. Rely on us to experience the best reliable, cutting-edge solutions that pulses your business forward. Contact us today to embark on a journey of seamless technologies with unmatched support.

**We thank you for trusting in Astro Clare Technology!**

*Clarence Scott*

CEO & Founder

