

Affordable Managed Service IT plans,
customized for small teams and scaled for larger
organizations with complex environments.

| | Complete | Essentials |
|--|----------|------------|
| All-Inclusive Onsite Support | ● | |
| All-Inclusive Remote Support | ● | |
| Afterhours Emergency Support | ● | ● |
| Help Desk | ● | ● |
| Real-time Ticket Tracking & Reporting | ● | ● |
| Priority Dispatch | ● | ● |
| 24/7 Remote Monitoring & Alerts | ● | ● |
| Windows Patching | ● | ● |
| Antivirus (Servers, PC's) | ● | ● |
| Antispam | ● | |
| Security Solutions (VPN, Authentication) | ● | |
| Disaster Recovery, Backups | ● | |
| Continuity Planning | ● | |
| Regular IT Review | ● | ● |
| Project Management | ● | ● |
| Microsoft 365 Management | ● | ● |
| Microsoft 365 Backup and Recovery | ● | ● |

IT customers
receive a 10%
annual print
rebate!

For more information call 604 574 8623 or visit
our website www.comprobusiness.com



What makes a Com Pro Print Support Plan Different?

- Industry Leading Average Response Time (2.8 hours)
- Reforestation Initiatives
- Real-time Service Metric Reporting

Find out which plan fits your business!

| | Complete | Performance | Loyalty | Excellence |
|------------------------------------|----------|-------------|---------|------------|
| Industry Leading Response Time | ● | ● | ● | ● |
| Service Performance Dashboard | ● | ● | ● | ● |
| Local Dispatch and Support | ● | ● | ● | ● |
| Manufacturer Trained Techs | ● | ● | ● | ● |
| Toner/Supply Monitoring & Delivery | ● | ● | ● | ● |
| Reforestation Initiative | ● | ● | ● | |
| Personalized Performance Dashboard | ● | ● | | |
| 10% Annual Print Rebate | ● | | | |

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Excellence Plan



Com Pro prides itself on creating a consistent customer experience supported by real-time key performance indicators. The Excellence Plan reflects the service all Com Pro customers can expect including industry leading response time (2.8hrs) and first call fix rate (83%).

Our Loyalty Plan is designed for customers who have been with Com Pro for 5+ years and decided to continue to work with Com Pro after their first leased piece of equipment has come to term. As a thank you, Com Pro donates a portion of each of the customer's print to reforestation projects around the world in partnership with PrintReleaf.

Loyalty Plan



Performance Plan



The Performance Plan is reserved for customers who produce 100k or more prints per month. Performance customers receive all of the benefits of Loyalty and Excellence Plans plus a customized performance dashboard. The performance dashboard tracks monthly print volumes and service call metrics so that you can see in real-time how Com Pro is performing within your account.

The Com Pro Complete Plan is reserved for clients who utilize both print management and managed IT services from Com Pro. Complete Plan customers receive a 10% annual print rebate plus the benefits of the Excellence, Loyalty and Performance Plans.

Complete Plan

