



STELLAR SUPPORT

NETWORK

MANAGED IT SERVICES

Technology That Works.
Support That Cares.

Always Watching

24/7 monitoring catches problems before they become emergencies.

Fast Support

Priority response with included remote sessions. SSN clients always come first.

Security & Backups

Enterprise-grade antivirus and automatic cloud backups on every device.

Local & Personal

Real technicians in Elko, not a call center. We know your business by name.

Simple, Transparent Pricing

Workstations & Laptops

\$100

per device / month

Servers

from \$250

per server / month

No contracts. No cancellation fees. Cancel anytime.

Month-to-month, because we'd rather earn your business every month.



What's Included

Monitoring & Security

- 24/7 remote monitoring and alerting
- Webroot endpoint protection on every device
- Automatic cloud backups with restore capability
- OS updates, security patches, and maintenance

Support

- 3 remote support sessions per month – everyday issues covered, complex infrastructure quoted separately
- 1 hour of on-site service included per client/month
- Priority response – you skip the walk-in queue
- Monthly reporting on system health and work performed

On-Site Rates (Beyond Included Hour)

- \$199 first hour (standard rate: \$349)
- \$75 per half hour after (standard rate: \$99)

Not Included (Billed Separately)

- Hardware and parts (quoted at time of need)
- New equipment procurement and deployment
- Network infrastructure projects and cabling
- Mobile devices, VoIP phones, TVs, AV equipment

Optional Network Upgrade

During onboarding, we assess your network and offer a professional Ubiquiti upgrade – managed switches, access points, and a gateway. All managed from our shop. One-time cost, installed and configured.

BUNDLE	INSTALLED
Small Office 1-5 employees	\$599
Medium Office 5-15 employees	\$999
Large Office 15+ employees	\$1,799+

Decline the upgrade? No problem – networking issues just won't be covered under SSN.

Ready to Get Started?

Scan to join the waitlist or visit:
novacore.pc-reps.com/ssn



Or call: (775) 460-2190

Stellar Support Network

A service of PC Reps Computer Repair | HaniTech Solutions LLC
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