

# Today. *Tomorrow.*

Connecting you with the information today of the technology tomorrow.

## Rates to remain largely unchanged in 2012

Good news! Rates for the bulk of our technical positions will remain unchanged for 2012! We will continue to focus on our mission of delivering the finest technology solutions available, anywhere. Over the years we have been able to recruit, hire, train and retain some of the top technical talent in the region and that tradition continues today.

In an effort to help our customers contain costs, we would encourage our customers to explore signing up for our managed services offering. This service helps proactively monitor, maintain, and patch server hardware and will potentially head off some problems before they start. Our managed service customers receive free Level 1 Helpdesk support on all tickets related to alerts generated by our monitoring software. In addition, at the Helpdesk our managed service customers will receive the first twelve minutes of service free on unrelated tickets as well.

Another cost saving measure is to remember to begin with the Helpdesk. This team of individuals is waiting for your call and can be the most cost effective means of getting your problems resolved. If you are a managed service customer, there is not a cost associated with the initial time it takes to get a ticket open with the Helpdesk. Our Helpdesk technicians continue to sharpen their technical skills and many have taken the same technical exams that are required of our Engineers.

Our rates for 2012 are as follows. Please notice that the changes made are relatively nominal with the exception of the Technician and Helpdesk rates. We will honor our current rates for any proposals signed before Feb 1st, 2012.

Engineering	2011 Rates:	2012 Rates:
Solutions Architect	\$159 per hour	\$160 per hour
Senior Engineer	\$139 per hour	\$140 per hour
Engineer	\$119 per hour	\$120 per hour
Senior Technician	\$109 per hour	\$110 per hour
Technician	\$89 per hour	\$95 per hour
Helpdesk	\$89 per hour	\$95 per hour
<b>Web</b>		
Web Engineer	\$119 per hour	\$119 per hour
Web Developer	\$99 per hour	\$99 per hour
Web Content Updates	\$89 per hour	\$89 per hour
<b>On Call/Weekend/Holiday</b>		
On-Call	\$250 per hour	\$250 per hour
Evening	1.5 x hourly rate	1.5 x hourly rate
Weekend	1.5 x hourly rate	1.5 x hourly rate
Holiday	2 x hourly rate	2 x hourly rate

\*\*\* A reminder that Intellicom bills in 12 minute increments and has a 1-hour minimum for all on-site service calls.

## Two promoted at Intellicom

Jarred Staab has been promoted to the role of Engineer. Jarred has been with Intellicom for several years and has become our resident specialist for IP cameras and point to point wireless technology. Jarred holds his A+ certification from CompTIA and a certification in IP cameras from Milestone Systems. In addition to his technical skills, Jarred is an excellent project manager and communicator.

Tyson Spanel has been promoted to the role of Senior Technician. Tyson has been with Intellicom for less than a year but has progressed quickly from a technical perspective and has passed his A+ Exam through CompTIA. Tyson brings with him a strong customer service background and excels in situations where he has direct contact with our customers such as performing on-site installations of PC's and other network devices.

Both of these promotions take effect on Feb 1st, 2012. Please help me in congratulating these two if you see them at your location or out and about around town.



## Intellicom

Intelligent Business Technology

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