PEACH TREE
TECH SOLUTIONS

Managed IT services proposal

Reliable, secure IT for Brightsmile Family Dental's three offices and 45 staff, from March 1, 2027.

CREATED BY

Peachtree Tech Solutions
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PREPARED FOR

Brightsmile Family Dental, PC
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2655 Dallas Hwy, Suite 300, Marietta, GA 30064
Offices: Marietta, Kennesaw and Smyrna

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Cover letter

Dear Dr. Harper,

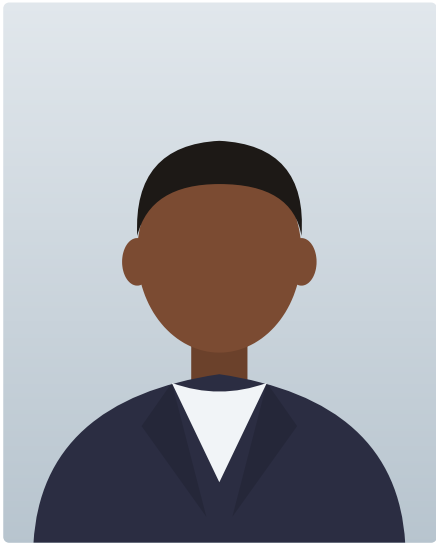
Thank you for letting us assess your IT in December. Your team was clear about what matters: the imaging software and the schedule must work when patients are in the chair, and patient records must be safe.

Our assessment found a few things that put both at risk, which we set out on the next page. This proposal fixes them in the first 30 days and then looks after everything for a fixed price per user each month, with a guaranteed response time.

We support 22 dental and medical practices in metro Atlanta, and we would be glad to introduce you to any of them.

Sincerely,

Marcus Hill



YOUR CONTACT

Marcus Hill

Client Success Director

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What we found

From our on-site assessment of all three offices on December 8 to 10, 2026.

FINDING	RISK	WHAT WE WILL DO
Server backups untested for 14 months	High	Test a full restore in week 1, then every quarter
11 PCs past end of support	High	Replace in the first quarter, priced separately
Shared passwords on the front desk	High	Individual logins and multi-factor sign-in
No record of who has access to patient data	Medium	Access review and a written access policy
Slow imaging at the Smyrna office	Medium	Upgrade the switch and separate imaging traffic

Your IT at a glance

What we would be looking after.

45

Users

Dentists, hygienists, front desk

58

Devices

PCs, servers, imaging stations

3

Offices

Marietta, Kennesaw, Smyrna

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Service plans

Per user per month. This proposal is priced on Complete.

ESSENTIAL

Remote support

$95

per user / month

Helpdesk and monitoring, remote only.

- remote helpdesk
- patching and monitoring
- on-site visits billed hourly

COMPLETE

Fully managed

$125

per user / month

Everything, on site when needed.

- unlimited helpdesk and visits
- vendor management
- quarterly business reviews

COMPLETE+

With compliance

$150

per user / month

Complete plus a yearly HIPAA risk assessment.

- annual risk assessment
- policy templates
- audit support

Response times we guarantee

PRIORITY	EXAMPLE	RESPONSE	ON SITE
Critical	Imaging or the schedule down in an office	15 minutes	2 hours
High	One dentist or hygienist can't work	1 hour	Same day
Normal	A printer, a new user, a question	4 hours	Next visit

If we miss a critical response time, that month's fee for the affected office is credited 10%.

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First-year price

Onboarding plus 12 months of the Complete plan. Georgia does not tax these services.

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Onboarding					
1	**Onboarding and documentation** Code: ONB Inventory every device, take over the accounts from the current provider, fix the urgent findings and document the network.	1 one-time	$6,500.00	–	0%	$6,500.00
				Subtotal: Onboarding		**$6,500.00**
	Complete plan, 12 months					
2	**Managed IT services, per user** Code: MSP-CMP Users: 45, adjusted monthly Unlimited helpdesk, on-site visits, patching, monitoring, and vendor management for your imaging and practice software.	540 user-months	$125.00	–	0%	$67,500.00
3	**Backup and disaster recovery, per office** Code: BDR Hourly server backups, a copy off site and a quarterly restore test.	36 office-months	$180.00	–	0%	$6,480.00
4	**Security awareness training, per user** Code: SAT Monthly phishing tests and short training for every staff member.	540 user-months	$4.00	–	0%	$2,160.00
				Subtotal: Complete plan, 12 months		**$76,140.00**

Subtotal	$82,640.00
Sales tax (IT services not taxed in Georgia)	$0.00
Total	**$82,640.00**

The first 30 days

How we take over without disrupting a single appointment.

WEEK 1

Take over

Accounts, tools, backup test.

WEEK 2

Secure

Individual logins, MFA.

WEEK 3

Fix

Smyrna network upgrade.

WEEK 4

Review

Report and roadmap.

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Terms

1. Term

1.1 12 months from March 1, 2027, renewing monthly after that with 60 days' notice to end.

2. Billing

2.1 Onboarding on signing; the plan monthly in advance, based on the number of users that month.

3. Hardware

3.1 New PCs and network equipment are quoted separately and not included in the monthly fee.

4. Patient data

4.1 We sign a HIPAA business associate agreement with you before we access any system.

5. Leaving us

5.1 If you end the agreement, we hand over all passwords and documentation within 10 days at no charge.

6. Validity

6.1 This proposal is valid until Feb 12, 2027.

Agreed

Signed for Brightsmile Family Dental and Peachtree Tech Solutions.

FOR BRIGHTSMILE

_____

SIGNATURE

Brightsmile Family Dental, PC

Name: _____

Date: ____ / ____ / _____

FOR PEACHTREE TECH

_____

SIGNATURE

Peachtree Tech Solutions

Name: _____

Date: ____ / ____ / _____

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