



Managed Services Plans (rev:2203)



	Basic	Advanced	Ultimate
SUPPORT			
Microsoft & 3rd Party App Updates	✓	✓	✓
24x7x365 Infrastructure Monitoring	✓	✓	✓
Unlimited Remote Support*	VIP Rates	✓	✓
Unlimited Onsite Support*	VIP Rates	VIP Rates	✓
SECURITY			
Managed Anti-Virus / Anti-Malware	✓	✓	✓
Identity & Access Management	✓	✓	✓
Windows Threat Hunting	✓	✓	✓
Managed Encryption	✓	✓	✓
Password Management System	✓	✓	✓
Advanced Phishing Filtering	✓	✓	✓
Mail Security & Encryption	-	✓	✓
ZeroTrust Firewall & Remote Access**	-	✓	✓
Simulated Disaster Recovery	-	VIP Rates	✓
MANAGEMENT			
IT Documentation	✓	✓	✓
Monthly Executive Report	✓	✓	✓
Company Policy Document Management	✓	✓	✓
Procurement Assistance	-	✓	✓
Asset & Inventory Management Report	-	✓	✓
ON-Demand vCIO	-	Billable	✓
IT Budget Preparation	-	\$2,495	✓
Technology Business Review Meeting	-	Annual	✓
TRAINING			
Cybersecurity / Security Awareness Training	✓	✓	✓
End User Training Program	-	✓	✓
Technology Enablement Session	-	Annual	Semi-Annual
Simulated Phishing Attack	Semi-Annual	Quarterly	Continuous
SERVICES			
Google or Office365 Mail License	✓	✓	✓
Google or Office365 Backup License	✓	✓	✓
Office365 Word & Excel Apps License	Billable	Billable	✓
Monthly Human Backup Testing	Billable	Billable	✓
Server Backup & Disaster Recovery Service	From \$199	From \$199	✓
INDUSTRY COMPLIANCE			
Total Compliance Solution (Annual)	\$6,000	\$6,000	\$6,000
INITIAL ON-BOARDING			
Initial on-boarding and up-front cost	\$1,500	\$1,500	\$1,500
Per User Per Month <small>(5 user minimum)</small>	\$100	\$150	\$200

* You can send in as many service requests as you like for any of the items in our inclusion list

** Limited to one device per user