



Service List	Good	Better	Best
PROACTIVE MAINTENANCE			
24x7 Monitoring, Alerting & Logging (Windows Desktops and Servers)	X	X	X
Desktop, Server Maintenance	X	X	X
Security Patch Management: OS	X	X	X
Application Maintenance	VIP Rates	X	X
SECURITY			
Advanced AV/Malware Security Agent – EDR	X	X	X
Basic Security Awareness Training	X	X	X
M365 Subscription	X	X	X
M365 Cloud Backup	X	X	X
Password Manager	\$25/mo	X	X
Firewall Support	\$200/mo	\$100/mo	X
Secure Email Gateway	\$15/mo	X	X
Advanced Security Awareness Training	\$10/mo	\$10/mo	X
TECHNICAL SUPPORT			
Remote Support	X	X	X
On-site Support	VIP Rates	X	X
After Hours and Weekend Support	VIP Rates	X	X
Emergency After Hours	Double VIP Rates	Double VIP Rates	VIP Rates
Online Ticketing System	X	X	X
Online Customer Portal	X	X	X
Mobile Device Support	VIP Rates	X	X
Permissions Management	VIP Rates	X	X
Printer Setup and Configuration	VIP Rates	X	X
ADD-ONS			
Disaster Recovery Solutions (Workstation Backup)			
Server Backup BCDR			
Monthly Executive Reports			
VOIP System			
VENDOR MANAGEMENT			
Hardware Purchasing	X	X	X
Printer Leasing and Purchasing	X	X	X
PROJECTS			
Integration			
Desktop Installation			
Server installation & Configuration			
VOIP System Installation			