IT Services – MSRP * Plans vary based on need, please call for proper quotes			
Plan Description	No Plan	Basic	Premiere
Hourly On-Site Rate for Services & Support Monday – Friday 8:00 A.M – 5:00 P.M.	$195 Per Hour 1 hour minimum	✓	✓
Remote Help Desk Support Support Monday – Friday 8:00 A.M – 5:00 P.M.	$195 Per Hour 1 hour minimum	✓	✓
After Hours and Weekend Support	Not Available	$265 per hour 1 hour minimum	$265 per hour 1 hour minimum
Remote Emergency Response Time	Not Available	1 hour	1 hour
On-Site Emergency Response Time	Not Available	Same day	Same Day
Proactive Maintenance			
Scheduled server / maintenance and monitoring		✓	✓
Remote Monitoring and Maintenance reporting		✓	✓
Automatic problem escalation and resolution		✓	✓
Network Security			
Microsoft O/S Patch Management		✓	✓
Antivirus Management and Updates		✓	✓
Management of Firewall		✓	✓
Content Filtering and Intrusion Protection management		✓	✓
Virus, spyware and Malware removal		✓	✓
Advanced Cybersecurity services			
Cybersecurity training & threat testing for employees			✓
24 x 7 Security Operations and Monitoring			✓
Administrative Access Controls			✓
Enforcement of password policies			✓
MFA for external connections support			✓
Dark web monitoring			✓
Cyber incident Data Recovery			✓
Cyber incident remediation			✓
Virtual CIO Services and Consulting			
Technology Strategic Planning			✓
Asset Tracking and Management			✓
Executive Summary Reporting			✓
Vendor Liaison*			✓
Account Manager			✓
Network Documentation			✓
Help Desk and Technical Services			
General Help Desk Support		✓	✓
Office 365 & Business Email Support		✓	✓
Mobile Device Management		✓	✓
Software Installation and Upgrades*		✓	✓
Installation of New Hardware*		✓	✓
Ordering and Replacing Warranty Parts*		✓	✓
Printer Services Basin in windows		✓	✓
Monthly Total			

Includes Support on 18 workstations, 1 server, 1 site		$1955	$2355
Additional Machines and Sites	Per WorkStation	$95	$115
	Per Server	$155	$175
	Per Physical Site	$90	$110
*Labor only; all hardware and software costs will be additional			