



## MANAGED SERVICE PLANS

Managed Silver

Managed Gold

Managed Platinum

	Managed Silver	Managed Gold	Managed Platinum
<b>Monitoring Services</b>			
24x7 Availability Monitoring & Alerting	✓	✓	✓
Error & Event Log Monitoring	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Website Monitoring	✓	✓	✓
Application & Database Monitoring	✓	✓	✓
Asset Inventory	✓	✓	✓
<b>Security Services</b>			
24x7 Desktop/Server Monitoring & Alerting	✓	✓	✓
Network Firewall Monitoring	-	✓	✓
Microsoft Patch Management	-	✓	✓
Managed Antivirus and Antispyware	-	✓	✓
Security Administration	-	✓	✓
Backup Monitoring & Administration	-	✓	✓
<b>Maintenance Services</b>			
Remote Server Administration	-	✓	✓
User Account Administration	-	✓	✓
Printer Management	-	✓	✓
Log File Maintenance	-	✓	✓
<b>Support Services</b>			
Phone & Email Support	-	✓	✓
Remote Control Support (M-F 8 to 5)	-	✓	✓
Onsite Support	-		10 Hours
<b>Advanced Support Services</b>			
Guaranteed Response Times	-	4 Hours	2 Hours
Monthly Network Summary Reports	-	✓	✓
Quarterly Executive Report & Review	-	✓	✓
Annual Technology Plans	-	-	✓
3 <sup>rd</sup> Party Vendor Management	-	-	✓
Firewall/VPN/Router Management	-	-	✓
Asset Management	-	-	✓
Disaster Recovery Planning	-	-	✓
Scheduled CTO Calls	-	-	✓