



Effective September 22, 2023. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MSP Managed IT

Service Desk

- Onboarding Experience
- Account Management - Strategy, Planning, Roadmap
- Calibration
- Support for your staff – Unrestricted remote
- Access and support by Level 1-3 engineers
- Support for your technology – Servers, endpoints, network
- Remote, phone, ticket, email, chat support
- SLA Response time
- Asset management, inventory, software – computers, server, network, etc.
- License support & management
- Strategic technology and vCIO planning
- Technology monitoring & alerts
- Data backup management
- Phone system / PBX support
- Vendor management
- ISP & Internet management
- Microsoft 365 support & management
- Identity management & automation
- Patching, security & feature OS & LoB
- Helpdesk and ticketing platform access
- NGAV – Antivirus and Malware Protection
- Cyber Insurance Mgmt.

Shared IT – Escalation

Co-Managed IT

Escalation IT Services / Co-managed IT

Staff Augment

Staff Augment / Resource placement at org location

Non-Reoccurring

On site Visit
Professional Services

Security

Advanced Security Bundle

EDR / SOC Ransomware Protection
MDR
NGAV

Defensive Security Bundle

DNS Filter
MFA Management
Password Manager
Phishing Simulation
Security Awareness Training
Dark Web Monitoring
Endpoint Data Encryption with BitLocker
Email Security filtration

Value-Added

SIEM
DLP Protection
MDM

Non-Reoccurring

Security Assessment
Professional Services

Compliance

Healthcare HIPAA

HIPAA Compliance Complete
Phishing Simulation
Dark Web Monitoring
Security Awareness Training

Non-Reoccurring

Ad-Hoc HIPAA SRA
Professional Services

Hosting / Cloud

IaaS – Private/Public Hosting

CPU - per 1 cpu

Memory - per 1gb
Storage - per 1gb
Public IP - per IPV4
Backup Plan - Per 1GB
Bandwidth - Per 1mbps
VM License - Per OS
Other SaaS Licensing

Value-Added

IP-Sec VPN - Site to site
Datacenter / Colocation
3rd Party Hosting/Cloud Management
Scanning solution

Non-Reoccurring

Professional Services

Microsoft 365 & SaaS

365 / Mail

Exchange Online Plan 1
365 Business Basic

365 Business Standard
365 Business Premium
365 E3
365 E5
Azure Information Protection Premium P1
Azure Active Directory Premium P1
Microsoft Defender for Office 365 (Plan 1)
Power Apps - Per User Plan
Common Data Service Database Capacity
Windows 365 Business 4 vCPU, 16 GB, 256 GB
Teams Phone Standard - Virtual User
Call2Teams Trunks
Call2Teams PBX
Microsoft Intune - Device
Microsoft Intune

Backup & Data Protection

Backup Services

Workstation Cloud Backup License – With 500GB Storage
Workstation Additional Cloud Storage 500 GB
Server Cloud Backup License – With 500GB Storage
Server Additional Cloud Storage 500 GB

Value-Added

Veeam Licensing / Licensing
Mailbox Backup - Per Mailbox

Non-Recurring

Professional Services

Voice Services

Hosted Voice

Standard Phone User License Bundle
E911 DID Service
Call Recording License
Call Center License
Voicemail Transcription License
Fax ATA Service
Minutes (QTY vary by need)
Phone Lease / Rental (various models)
Fax ATA Lease / Rental (various models)

Non-Recurring

Physical Phone (various models)
Fax ATA (Various models)
Professional Services

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY
TIME WITHOUT NOTICE.**