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-Reocurring	
	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-Reocurring	
	Security Assessment
	Professional Services

Compliance

Healthcare HIPAA	
	HIPAA Compliance Complete
	Phishing Simulation
	Dark Web Monitoring
	Security Awareness Training
Non-Reocurring	
	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-Reocurring

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-Reocurring

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-Reocurring

Physical Phone (various models)

Fax ATA (Various models)

Professional Services

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.