

Effective January 17, 2024. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MANAGED SERVICES

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Feature	Details
vCIO Strategic Services & Security Briefings	Dedicated Virtual Chief Information Officer (vCIO). Scheduled meetings to discuss IT strategy and security.
Technical Alignment & Proactive Maintenance	Regular onsite and remote focus on the business's IT infrastructure. Standards based assessment and alignment of the environment. Close attention to security standards.
Endpoint Security	Ransomware protection, next-gen threat detection, response & remediation, 24x7 Security Operations Center(SOC)
Email & Cloud Security	Spam filtering, email-borne virus detection, real-time security monitoring, spear-phishing & cyber fraud defense, domain fraud visibility & protection, account takeover and insider risk protection, email archiving.
Microsoft 365 Backup	Cloud-to-cloud backup for Microsoft Teams, Exchange, SharePoint, OneDrive and OneNote.
Microsoft 365 Management	Management of Microsoft licensing, onboarding/offboarding of users in the Microsoft Azure environment, email management in MS Exchange Online.
Support Desk	Remote support desk services from 8am to 5pm CST

Workstation Monitoring and Patching	Proactive monitoring, Microsoft Windows, MAC & 3rd party application patching
Server Monitoring, Patching & Support	24x7 monitoring and support
Network Support and Maintenance	Firewall, network switch and wireless management, updates and troubleshooting
Onsite Support	Onsite service for issues when needed
SAAS Monitoring & Alerting	Monitor MS365 for suspicious activity
SAAS Monitoring & Alerting	Monitor SAAS application usage, automated remediation, detailed reporting
Advanced Threat-hunting	Advanced EDR with 24/7 SOC
Penetration Testing	Quarterly penetration testing
Compliance Guidance, Tracking & Reporting	vCISO Services
Professional Services	Dedicated team for project planning/coordination

**Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.