

Datto RMM Administration

One-Time Environment Assessment & Optimization

DATTO RMM

Instance

- Branding including title, service display name, and custom tray icon and name
- List of scripts scheduled to run/backlog and impact in environment
- Active integrations
- Onboarding and offboarding consulting (Process and customization)
- Provide access to the ProVal custom content library

Environment Cleanup

- Cleanup and recommendations on removal of unused:
 - Sites
 - Groups
 - Filters
 - Scripts/Components
 - Policies
 - Monitors
 - UDFs
 - Site Variables

Users & Security

- List of users in Datto RMM
- Last login date by user
- List of user roles assigned by user
- Security level review
- Credential review

Ticketing

- Datto RMM to PSA integration (Syncing, category mapping, etc.)

MONITORING AND AUTOMATION

Workstations

- List of monitors which are enabled and actively monitoring workstations
- Configuration of best-practice monitors
- Review and removal of duplicate monitors
- Review of custom monitors

Servers

- List of monitors which are enabled and actively monitoring servers
- Configuration of best-practice monitors
- Review and removal of duplicate monitors
- Review of custom monitors

Global

- Implementation of ProVal best-practice monitors
- Recommend integrations based on the business line applications used

Network Discovery

- Network device detection implementation including Firewalls, Printers, Router/Bridge (Switch) Devices, Storage Devices, and UPS devices. (Client to provide object identifiers / management information base to ProVal Technologies)
- Network device up/down alerting configuration training
- Agent Deployment

WINDOWS PATCHING

- Review of existing patching metrics
- Report of existing patching configuration across clients
- Report of clients/agents with patching disabled
- Report of agents with number of missing patches
- Report of Patches Missing across agents and clients
- Implementation plan for patching strategy
- Windows 10 feature upgrade strategy review
- Configuration of Patching

ANTIVIRUS

- List of agents with or without antivirus installed
- Configuration of officially supported AV Integration

TRAINING

One training session, up to two-hours, recorded for technicians covering the following:

- Tips & tricks on how to avoid end-user interruption using Datto RMM
 - Datto RMM & Control web-portal training
 - Training on ProVal content loaded in environment

PROVAL CUSTOM CONTENT (SCRIPTS, MONITORS, DATAVIEWS, & OTHER)

As part of this on-boarding deliverable, the client is entitled to pre-developed scripts, monitors, and dataviews. This content is imported into the customer environment during on-boarding; ProVal will not change/remove/support any of this content in the case our partnership is discontinued.

Additional Notes:

Monthly Datto RMM Administration (On-going)

PROVAL RESPONSIBILITIES

- Perform Microsoft approval / denial as per ProVal Tech standard policy
- Add/Change/Delete and troubleshooting/support requests related to RMM
 - Network Node
 - Monitor / Alerting and Ticketing
 - User / Group / Filters / Sites
 - Patch Management Adjustments
 - Official Product integration support

Additional Notes:

- ProVal will begin billing for support services 30 days after the service start date. ProVal will be unable to support any new requests until the onboarding project is complete.
- ProVal's service team members are full-time company employees located in the US and India. Support requests are handled by the global team based on availability, skillsets, and business requirements. Any client-specific compliance requirements should be communicated with our services teams at commencement of engagement.

RMM: Project Work - Pay by Usage

If you are looking to customize your RMM or require scripts that are not available in the existing ProVal library, you may do so on a pay per hour basis. Project work is subject to ProVal Technologies availability, and depending on complexity, may need a separate scope of work.

- Server Migration
- Custom RMM Script development
- Custom PowerShell development
- End-client Onboarding and Offboarding
- Un-Official Product integration support
- RMM Training
 - Recorded, Live, RMM Training Session
 - Training on custom development

Your Investment

DESCRIPTION	SUBTOTAL
ConnectWise RMM Administration Onboarding (One-Time)	\$5,000
ConnectWise RMM Administration Services (Monthly)	\$1,750

Project Hours: Client can request project work from ProVal Tech. Project work will be billed at the rate of **\$250/hour**.

Secondary RMM Instance: If your organization has multiple instances of CW RMM, an additional negotiated monthly charge applies for the management of each additional instance.

Payment & agreement schedule shall be as follows:

Onboarding Fee: One-time fee due in full at contract signing.

Monthly Charges: Billed on the 1st of every month in advance and payable in 7 days via ACH. Prior to the start of service, ProVal Tech requires client to complete an ACH Authorization form for recurring monthly charges. If client is unwilling/unable to provide a completed ACH form, ProVal Tech requires client to provide payment / deposit for the last month of service prior to initiating services.

Agreement Terms: 3 months from service start date, renewed automatically in 30-day increments. Client can cancel with a 30-day written notice at any time after the initial commitment.

All fees not paid by the applicable due date shall be subject to a monthly service charge of 1.5% of the unpaid balance of the outstanding invoice. In the event that ProVal shall be forced to incur fees in the collection of an unpaid balance, ProVal shall be entitled to reimbursement of its costs and attorney's fees from the Client. ProVal maintains the right to suspend service to the client in case any invoice is unpaid for more than 30 days.

Monthly service fees are subject to revision after completion of every 12 months of service.

Credit card payment are subject to additional 3% processing fee.