JP|Technical

Managed Services Plans (rev:2203)

	Basic	Advanced	Ultimate
SUPPORT			
Microsoft & 3rd Party App Updates	✓	✓	✓
24x7x365 Infrastructure Monitoring	✓	✓	✓
Unlimited Remote Support*	VIP Rates	✓	✓
Unlimited Onsite Support*	VIP Rates	VIP Rates	✓
SECURITY			
Managed Anti-Virus / Anti-Malware	✓	✓	✓
Managed Encryption	-	✓	✓
Password Management System	-	✓	✓
Identity & Access Management	✓	✓	✓
ZeroTrust Firewall & Remote Access**	-	Billable	✓
Windows Threat Hunting	✓	✓	✓
Advanced Spam Filtering	-	VIP Rates	✓
Mail Security & Encryption	-	Billable	✓
Simulated Disaster Recovery	-	VIP Rates	✓
MANAGEMENT			
IT Documentation	✓	✓	✓
Monthly Executive Report	-	✓	✓
Procurement Assistance	-	✓	✓
Asset & Inventory Management Report	-	✓	✓
Company Policy Document Management	-	✓	✓
ON-Demand vCIO	-	Billable	✓
IT Budget Preparation	-	$2,495	✓
Technology Business Review Meeting	-	Annual	✓
TRAINING			
End User Training Program	-	✓	✓
Cybersecurity / Security Awareness Training	✓	✓	✓
Technology Enablement Session	-	Annual	Semi-Annual
Simulated Phishing Attack	Billable	Semi-Annual	✓
SERVICES			
Google or Office365 Mail License	✓	✓	✓
Google or Office365 Backup License	✓	✓	✓
Office365 Word & Excel Apps License	Billable	Billable	✓
Monthly Human Backup Testing	Billable	Billable	✓
Server Backup & Distaster Recovery Service	-	From $199	✓
INDUSTRY COMPLIANCE			
Total Compliance Solution (Annual)**	na	na	$6,000
INITIAL ON-BOARDING			
Initial on-boarding and up-front cost	$1,500	$1,500	$1,500
Per User Per Month	**$100**	**$150**	**$200**

* You can send in as many service requests as you like for any of the items in our inclusion list

** Limited to one device per user