



All-Inclusive Outsourced IT [MSP]

| Covered Services | Description |
|--|--|
| User Support Unlimited Helpdesk Unlimited Remote Support Unlimited Onsite Support Software Security updates PC Hardware Support PC Software Support MAC Hardware Support MAC Software Support | During Business hours / M-F from 8:00AM to 6:00PM Via Phone, Email, Ticketing and Remote Access As needed if the issue cannot be resolved remotely Patching of Systems. All security updates to all software Troubleshooting/Repair included when PC is under Warranty OS and Software related glitches and repair Troubleshooting/Repair included when MAC is under Warranty OS and Software related glitches and repair |
| Monitoring and Management 24x7x365 Monitoring License Management Vendor Management Contract Management Data Backup and Recovery | Proactive Monitoring of all Active devices on the network Microsoft and 3 rd . party software License Management Act as a liaison between vendor and customer Negotiate contract on behalf of customer with vendor Monitoring and Testing of Data Backup and Recovery of Systems |
| Cyber Security NextGen Endpoint Security Ransomware Protection Anti-Virus/Anti Malware Risk Analysis Web Traffic Control | Next Generation Anti-Virus, Anti-Malware Protection including License fee Roll-back feature to remove Ransomware from computers Fully-fledged prevention, detection of viruses Scanning/Reporting of computer/PC data for PII Prevention and Control of certain websites by category or specific address |
| Email Security Safe Link Safe Attachment Encryption Spam/Virus filtering | [Microsoft 365 is required] Automatic checking of links inside emails or documents against malicious sites Automatic checking of email attachments and prevention against viruses Enabling Encryption for data in transit Policy to filter Spams and Phishing emails |
| Server Support Server Hardware Support Server Software Support Server Installation Support | Server should be under warranty by Manufacturer Monitoring of all Hardware against any malfunction and fixing them Server operating System, Active Directory, and other issues |
| Microsoft 365 Account provisioning Account Management Multi-Factor Authentication Microsoft Defender | New User account provisioning Account management Enabling/Managing multi-Factor Authentication Microsoft Defender Setup and Configuration |