

## Managed Service Plans

Managed IT Services	PCPe	PCP
24x7 Server & Desktop Monitoring & Alerts of Health, Hardware, and Performance	✓	✓
Microsoft Critical & Security Updates	✓	✓
Antivirus Protection	✓	✓
Sourcing & Procurement	✓	✓
IT Helpdesk & Onsite Support during normal business hours (Monday-Friday 8:00am to 5:00pm EST)	Unlimited	Block of hours
IT Helpdesk & Onsite Support during non-business hours	Billable OT	Billable OT
IT Project Management	PCPe	PCP
Strategic Consulting	T&M	T&M
Expert Technology Advice & Consulting	T&M	T&M
Network Design & Implementation	T&M	T&M
Basic Security Recommendations (BSRs)	T&M	T&M
Server and Email Migrations	T&M	T&M
Infrastructure Upgrades & Migrations	T&M	T&M
Secure Enterprise Wireless Solutions	T&M	T&M
Office Relocation & Planning	T&M	T&M
Data & Voice Network Cabling	T&M	T&M
Cyber Security Offerings	PCPe	PCP
NextGen Firewalls	Add-On	Add-On
Endpoint Protection	Add-On	Add-On
Multi-factor Authentication	Add-On	Add-On
Advanced Spam Filter Protection	Add-On	Add-On
HIPAA Compliant Email Encryption	Add-On	Add-On
Strong Password Policy Implementation	T&M	T&M
Full Disk Encryption	Add-On	Add-On
Security Awareness Training	Add-On	Add-On
Secure Device Wiping with DoD 5220.22M Standard	T&M	T&M
Log Management for Compliance	Add-On	Add-On
Mobile Device Management (MDM)	Add-On	Add-On
Business Continuity & Disaster Recovery	PCPe	PCP
Server Backup	Add-On	Add-On
Office 365 & G Suite Backup	Add-On	Add-On
Laptop Backup	Add-On	Add-On
Cloud Computing	PCPe	PCP
Public & Hybrid Cloud Solutions	Add-On	Add-On
Cloud-based Email & Software (SaaS) Solutions	Add-On	Add-On
Scalable Solutions that Grow with Your Needs	Add-On	Add-On
Remote Access: Work from Anywhere	Add-On	Add-On
VoIP	Add-On	Add-On