

## Monthly Managed IT Service Agreement - Normal Business Hours

### NON-INCLUDED ITEMS:

- \* Overtime work
- \* One time projects (Moves, server upgrades, significant one time events)
- \* Any type of wiring or video camera work

### Agreement Unlimited Monthly Agreement

7 Servers are included in your base agreement billing amount. Additional Servers above and beyond this base amount will be billed on a per device basis.

#### Server Management Support Plan:

- Service Availability Monitoring

#### Maintenance

- Microsoft Patch Management
- Event Log Monitoring
- Log File Maintenance
- Drive Space Monitoring
- Printer Setting Management
- Security Updates
- Security Administration
- Online Asset Management
- Online Trouble Ticket Management
- Online License Management
- VPN Client Management

18 Workstations are included in your base agreement billing amount. Additional workstations above and beyond this base amount will be billed on a per device basis.

#### Workstation Management Plan:

##### Support:

##### Maintenance

- Online Asset Management
- Online Trouble Ticket Management
- Online License Management
- Desktop Optimization & Management
- VPN Client Management

##### Security:

- Windows Patch Management

#### Other Services:

Duo MFA - Two-Factor Authentication - per user/per month – 37 Users

Security Suite - Antivirus – Monthly

- Antivirus Software Management & Update

Acronis Backup Cloud Application for Physical Servers

Replication to Cloud requires an additional Hosted Cloud Storage Plan

Acronis Backup Cloud Application for Virtual Machines

Replication to Cloud requires an additional Hosted Cloud Storage Plan

Acronis Hosted Cloud Storage 1000.00 GB

Provides Cloud Storage for Acronis Backup Cloud Applications

Priced per GB