



	Essential	Enhanced	Complete
Monitoring Services			
Asset & Network Inventory	●	●	●
24x7 Availability Monitoring & Alerting	●	●	●
Error & Event Log Monitoring	●	●	●
Backup monitoring	●	●	●
Application & Database Monitoring	●	●	●
Battery backup monitoring	●	●	●
Firewall Availability Monitoring	●	●	●

	Essential	Enhanced	Complete
Network Stability and Maintenance Services			
Gateway SPAM and Virus Email Filter	●	●	●
Server Administration	-	●	●
User Account Administration	-	●	●
Systems Check - drive space, processor, memory	-	●	●
Systems Log File Maintenance	-	●	●
Printer Management	-	●	●

	Essential	Enhanced	Complete
Security Services			
Security Administration	-	●	●
Microsoft Patch Management	-	●	●
Managed Antivirus and Antispyware	-	●	●
Backup Administration	-	●	●
Firewall/VPN/Router Management	-	-	●

	Essential	Enhanced	Complete
Support Services			
Phone & Email Support	🌀	●	●
Remote Management & Remote Control Support	🌀	●	●
Scheduled Onsite Support	-	-	●
Helpdesk Ticketing & Tracking	-	-	●
New Hardware/Software Setup	🌀	🌀	🌀●

	Essential	Enhanced	Complete
Professional Services			
Guaranteed Response Times	-	●	●
Monthly Network Summary Reports	-	●	●
Quarterly Executive Report & Review	-	●	●
Hardware & Software Procurement Service	-	●	●
3 rd Party Vendor Management	-	-	●
Asset Management & Planning	-	-	●
Disaster Recovery Planning	-	-	●
Scheduled On-Site Support	-	-	●
Capacity Planning	-	-	●
Network Performance Testing	-	-	●
Compliance Requirements	-	-	-

	Essential	Enhanced	Complete
Hosted Services			
MS Exchange Server	-	-	-
Blackberry Server	-	-	-
On-line backup	-	-	-
Website, DNS, & Domain Hosting	-	-	-

🌀 - hourly as needed basis