Effective July 21, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MANAGED SERVICES

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Provider, through its Third-Party Services Providers will make its best effort to ensure the security of Client's information through third-party security software ("Security Software"). Client designates Provider as its agent to provide the Service to Client, and to enter into any third-party relationship to provide the Service to Client. Use of this Service is subject to the applicable Third-party Service Providers agreements regarding terms of use, which Client and Provider agree has been provided by Provider to Client. Client acknowledges that Third-Party Service Providers and their licensors own all intellectual property rights in and to the Security Software. Client will not engage in or authorize any activity that is inconsistent with such ownership. Client acknowledges and agrees to be bound by any applicable Third-Party Service Provider agreements regarding terms or use or end user licensing terms, and Client understands that any applicable agreement regarding terms of use or end user licensing is subject to change without notice.

CYBERSECURITY PACKAGE	Standard 2025	Premium 2025	Premium + 2025	Co-Manage 2025
2FA/MFA Enforcement for M365 Environment	☑	☑	☑	☑
EDR/SOC (Endpoint Detection and Response / Security Operations Center)	☑	☑	☑	☑
Anti-Ransomware	☑	☑	☑	☑
Anti-Virus	☑	☑	☑	☑
DNS Web Content Filtering	☑	☑	☑	☒
Computer Hard Drive Encryption	☒	☑	☑	☒
AI-driven Advanced Mailbox Protection w/ Cybersecurity Team	☒	☑	☑	☒
Inbound and Outbound Spam Email Filtering	☒	☑	☑	☒
Email Phishing Simulation	☒	☑	☑	☒
Microsoft Secure Score Workout	☒	☑	☑	☒

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Microsoft 365 Monitoring and Defense	☒	☑	☑	☒
Password Vault for Your Team	☒	☒	☑	☒
Approved Software Whitelisting and Enforcement	☒	☒	☑	☒
NordLayer VPN	☒	☒	☑	☒
NordLayer Dedicated IP	☒	☒	☑	☒
SIEM logging	☒	☒	☑	☒
Email Encryption	☒	☒	☑	☒
Mobile Device Management (MDM)	☒	☒	☑	☒
Dark Web Monitoring	☒	☒	☑	☒
DATA BACKUP PACKAGE				
Workstation Bare Metal Data Local Backup (Encrypted) (30-day)	☑	☑	☑	☑
Workstation Bare Metal Data Off-site Backup (Encrypted) (30-day)	☒	☒	☒	☒
Microsoft Office 365 Backup	☒	☒	☑	☒
Additional Storage for Workstation Off-site Backup (Increased Days of Retention) for additional fee	☒	☒	☒	☒
NETWORK STACK SITE SERVICES PACKAGE				
Network and Firewall Management	☑	☑	☑	☒
Power Management with Remote Auto-Reboot	☑	☑	☑	☒
Network & Hardware Monitoring/Alerting	☑	☑	☑	☒
Managed Wireless Network (only with supported hardware)	☑	☑	☑	☒
SUPPORT				
Remote Support - Mon-Fri 7am-6pm CST	☑	☑	☑	☒
On-Site Support - Mon-Fri 8am-5pm CST	☒	☑	☑	☒
After-Hours & Weekend Support - Billable	☒	☑	☑	☒
Holiday Support - Billable	☒	☑	☑	☒

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Dedicated On-Site Resource	☒	☒	☒	☒
PROACTIVE ACCOUNT MANAGEMENT				
Ticketing System Portal	☑	☑	☑	☑
Weekly Tech Tips (Email)	☑	☑	☑	☑
Weekly Cyber Security Awareness (Email)	☒	☑	☑	☒
Monthly Cyber Security Newsletter	☒	☑	☑	☑
Quality Assurance Check-Ins and Touch Points	☒	☑	☑	☒
Technology Business Reviews (TBR/QBR)	☒	☒	☑	☒
Monthly Executive Summary Report (Email)	☒	☒	☑	☒
Account Concierge / vCIO	☒	☒	☑	☒
Custom Employee Onboarding and Offboarding Forms	☒	☒	☑	☒
Self-Service Company Portal	☒	☒	☑	☒
PROACTIVE MONITORING & MAINTENANCE				
24/7/365 Proactive Management and Alerting	☑	☑	☑	☑
Scheduled Preventative Workstation Maintenance	☑	☑	☑	☑
Security Patch Management - Microsoft OS and Products	☑	☑	☑	☑
Firmware Updates for 210 IT Network Stack	☑	☑	☑	☒
Security Patch Management - 3rd Party Apps (Adobe, Java, Google Chrome)	☒	☒	☑	☒
CVE Vulnerability Scanning/Assessment	☒	☒	☑	☒
Automated Software Deployment	☒	☒	☑	☒
TECHNICAL SERVICES				
Support & Fix Computer, Server and Network Issues (additional parts and service fees may apply)	☑	☑	☑	☒
Adding/Moving/Change Users in Active Directory or Azure AD	☑	☑	☑	☒
Whitelist/Blacklist in Spam Filter	☑	☑	☑	☒

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Microsoft Office 365 Support and License Management (Cost of License not included)	☑	☑	☑	☒
3rd Party Vendor Support	☑	☑	☑	☒
Install New Hardware - labor only, does not include cost of hardware	☒	☒	☑	☒
Install New Software - labor only, does not include cost of software/licensing	☒	☒	☑	☒
Mobile Phone Support	☒	☑	☑	☒

**Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.

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