



Effective February 05, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

Managed Cloud Services

Managed Cloud Services offers comprehensive support for cloud applications like Microsoft 365. This service includes robust data backup, ensuring safety against data loss, and proactive security monitoring to detect and mitigate threats. It's designed to manage technical complexities, uphold security standards, and maintain data integrity, freeing businesses to focus on growth and innovation. This all-in-one package is essential for seamless cloud operations and data protection.

Full Managed IT Services

Full Managed IT Service is a 360-degree IT solution offering support* for desktops, servers, and cloud systems. This service includes thorough data backups for comprehensive data security, facilitating quick and reliable data recovery in any scenario. Moreover, it encompasses advanced security measures for desktops, cloud environments, and network systems, providing robust protection against a wide range of cyberthreats. With this complete package, businesses can enjoy peace of mind, focusing on their core operations while we ensure a continuously secure, efficient, and well-supported IT landscape.

Premium Managed IT Services

Premium Managed IT Services include unlimited support* for desktops, servers, and cloud systems. This enhanced package integrates advanced security measures across desktops, cloud environments, and network systems, fortified with Single Sign-On (SSO) and comprehensive mobile security to protect against a wide range of cyber threats. Alongside thorough data backups for reliable data recovery, our service guarantees comprehensive data security, allowing businesses to focus on their core operations with peace of mind. Our expert team continuously updates and manages your IT infrastructure, leveraging cutting-edge technology for a secure, efficient, and worry-free IT environment.

Managed Security

Provider's Managed Security solution, combines **Endpoint Detection and Response (EDR)** with **Managed Detection and Response (MDR)** services. This includes real-time monitoring and rapid response to any security incidents.

Managed Cloud

Managed Cloud Services includes management of Client’s **Microsoft 365 Environment**, ensuring seamless productivity and collaboration. Our service integrates advanced **Cloud Security and Response** measures, offering robust protection against cyber threats and swift incident resolution.

Managed Cloud	Full Managed Service	Premium Managed Service
M365 Configuration Monitoring and Support (licenses not included)	Managed Cloud PLUS	Managed & Full PLUS
M365 Backup (3 rd party)	Cloud backup for Servers (if applicable)	Security Awareness Training for all Supported Staff
Domain Management	Continuous Threat/Security Monitoring	Mobile Device Management
Onboarding/Setup	Vulnerability Scanning	Mobile Device Security
Realtime Cloud Security Monitoring and Response	Network, Endpoint, and Cloud Security Assessment	Single Sign On
Cloud Support Calls*	Desktop/Cloud/Server/Network Support Calls*	UNLIMITED Support Calls on Supported Devices and Cloud Products*
Cloud Vendor Management	Endpoint Security and Health Monitoring	Monthly Business Reviews
	Patching (Microsoft and 3 rd party)	Dedicated Dispatch
	Support Ticketing, Tracking and SLAs	Primary Technician
	Quarterly Business Reviews	
	Firewall Configuration and Monitoring (hardware incl.)	

*Supported/provided products only

**Other factors like legacy systems, special/custom requirements, multiple sites may impact cost

Support hours: 8am—5pm Central | Emergency: 8am—10Pm. 24hr available at additional fee

**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.