



Effective December 13, 2024. These Service Descriptions supersede and replace all prior versions.

## Schedule of Services

### **MANAGED SERVICES**

#### **MDM for Tablet Devices**

- Inventory - hardware & software reports
- Easily install, remove, or block applications
- Allows technicians to remotely view the screen of the device, to speed up troubleshooting.

#### **Managed Devices – Starter**

- PC/Mac Performance Monitoring
- Disk Health Check
- Patching - Win/Mac OS
- Patching - Common 3rd Party Apps
- NGAV (Next Generation Antivirus)
- Hardened Baseline Configuration
- Inventory Reporting

#### **Managed Devices – Essentials (Includes all Starter features)**

- Monitor and Manage Drive Encryption
- Technology Review(s)
- EDR (Endpoint Detection & Response)
- SIEM Log Alerts (PC, Mac, Firewall and M365)
- 24/7 MDR (Managed Detection & Response)
- Threat Intelligence & Hunting

#### **Managed Devices – Complete (Includes all Essentials features)**

- PAM (Privileged Access Management)
- Transient, Just in Time Admin User
- Blocker (Known Bad Applications)

#### **Managed Devices – Premium (Includes all Complete features)**

- Application Allowlisting
- Audit File and Application Access
- Zero Trust Endpoint Detection

- Crowdstrike - Device Firewall Management
- Crowdstrike - Cloud Based NGAV

## **MANAGED LABOR SERVICES**

### **Managed Labor**

- Proposal includes a set number of hours per month of labor services. Labor can be utilized for any technology service needed or requested locally and remotely, or for assisting with hardware & software procurement. Additional labor will be billed on an hourly basis at the current T&M billable rate.
- Hours do not carry over
- Excludes project work. Project work will be quoted and accepted prior to work being completed and is deemed any task which takes longer than 8hrs to complete.
- Excludes Cabling, Phone System, Copiers

### **Managed Labor (Client Assisted)**

- Monthly investment is contingent upon the client maintaining a Level 1 technician.
- Proposal includes unlimited level 2 and 3 of labor services at a reduced rate.
- Labor can be utilized for any technology service needed or requested locally and remotely, or for assisting with hardware & software procurement.
- Excludes project work. Project work will be quoted and accepted prior to work being completed and is deemed any task which takes longer than 8hrs to complete.
- Excludes Cabling, Phone System, Copiers

### **Managed Labor (Unlimited)**

- Proposal includes unlimited level 1, 2, and 3 of labor services at a reduced rate.
- Labor can be utilized for any technology service needed or requested locally and remotely, or for assisting with hardware & software procurement.
- Excludes project work. Project work will be quoted and accepted prior to work being completed and is deemed any task which takes longer than 8hrs to complete.
- Excludes Cabling, Phone System, Copiers

## **MANAGED RENTAL SERVICES**

### **Network Access Point (WiFi-6) Rental**

- Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Network PDU (14Port) - Rental**

- Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Network Switch (24-POE) Rental**

- Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Network Switch (48-POE) Rental**

- Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Network Switch (8-POE) Rental**

- Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Network Firewall (w/ NGA) Rental**

- Cisco security includes application-based firewalling, content filtering, web search filtering, SNORT®-based intrusion detection and prevention, Cisco Advanced Malware Protection (AMP), and WAN failover.
  - Cloud mgmt. console
  - Firmware upgrades
  - Next day warranty replacement
- Troubleshooting: Is NOT included in this proposal and is on a T&M basis

### **Teams Phone – Rental**

- Phone rental includes replacement of any malfunction of phone device purchased from Iowa Solutions (other than damage caused by accidents, physical abuse of the equipment, Acts of God or fire) as well as labor. Phone rental maintenance also includes a lifecycle replacement of hardware per Iowa Solutions.
- Phone rental does NOT include internet, firewall, network cabling and jacks, or Power Over Ethernet (POE) switches on your network.

### **Rental - (SBS) Session Border Ctrl**

- Rental Hardware unit with asset tag

### **Rental - Conference Spider Phone**

- Rental Hardware unit with asset tag

### **Rental – Sidecar**

- Rental Hardware unit with asset tag

### **Fax (Hardware Rental)**

- A small hardware device, requires a physical RJ45 ethernet connection and then simply plugs into your existing Fax machine via a RJ11 connection.
- A service on the back-end of this provides the connectivity, so if your internet is offline - your fax line is also offline.
- This can be used for incoming/outgoing faxing. We will provide you a number - or you can port your fax number to a hosted SIP Provider on a Time & Materials basis.

### **Telecom Cloud - HD/Wi-Fi Handset Rental**

- Rental Hardware unit with asset tag

## **MANAGED EMAIL SERVICES**

### **Email Threat Protection Business +**

- Includes inbound and outbound email filtering, data loss prevention filters, Attachment Defense Reputation Service, URL Defense, One-Click Message Pull, 30 days of Emergency Inbox and Instant Replay.

### **Email Threat Protection Advanced + (Includes all Business+ features)**

- Full Attachment Sandboxing, Email Warning Tags, Email Encryption and Social Media Protection.

### **Email Threat Protection Professional + (Includes all Advanced+ features)**

- Email archiving (10Year).

### **POP3 Email Hosting**

- Basic POP3/IMAP e-mail accounts
- Requires individually owned domain name
- Supports Web Mail access and all major email clients

### **SMTP Relay Service**

- E-MAIL Outbound "relay"
- Utilized for Copiers & APPS which require "Send As" capabilities or if the ISP locks down the SMTP Ports

## **MANAGED SECURITY SERVICES**

### **(VPN- ZTNA) - Zero Trust Network Access (1of2)**

- Modern VPN replacement keeping private resources private.
- Prevents lateral network traffic, eliminate open inbound ports, and implement "least privilege" access to private resources.

### **(VPN- ZTNA) - Access Appliance (2of2)**

- Linux Router Appliance
- This sits on the inside of the network – no open ports, making the solution super secure
- This needs to be hosted next to a domain controller
- Either on-premise at the client or with Iowa Solutions

### **MFA/2FA Multi Factor Authorization**

- Secure Cisco 2FA notifications (APP, Phone, TXT)
- New devices must be SYNC'd (helpdesk portal to send initial LINK)
- Supports more 3rd party apps than any other MFA. (Windows VPN, RDS, etc)

### **Network Vulnerability Scanning**

- Passively scan for vulnerabilities in network connected computers, printers and medical devices
- Monthly scans covering over 50,000+ vulnerabilities
- Gain full visibility to vulnerabilities across the entire network
- Allows understanding, prioritization and mitigation of risks over time
- \*Excludes remediation

### **Security Awareness Training**

- New Hire, Quarterly and annual computer based training
- Simulated e-mail phishing attacks w/ Instant remedial training on fail(s)
- Best defense against social engineering w/ custom mock attacks
- Self service enrollment
- Compliance with Safe Harbor Data Privacy Laws!

### **Security Risk Assessment**

- Practice good cyber hygiene and stay compliant
- Identify your security strengths and weaknesses
- Based on the NIST Cybersecurity Framework
  - (Identify, Protect, Detect, Respond, Recover)
- Complete in days - not weeks or months (includes one on-site visit)

### **Server - (RMM) Remote Monitor & Maint**

- Real-time management and reporting on the overall health of your server
- CPU, RAM, DISK, Service Monitoring, Atomic Time Sync, Defrag, Restarts, etc.

### **Site Monitoring (Firewall & Infrastructure)**

- Firewall(s) are configured for automatic configuration backups
- Switch/Access Point(s) are registered to hosted central console(s) for management
- Switch/Access Point(s) backups are configured
- ISP connections are monitored for uptime
- Loaner hardware can be provided in most circumstances
- \*All items above are completed if applicable for that device and applicable console

### **Network Dashboard Intermapper – Dedicated**

- Provide network monitor (Heads Up Display)
- Up time & utilization SNMP monitoring (switches, firewalls, routers)
- Traffic analysis per Link

### **Web Hosting**

- Web Sites are hosted at our own Data Centers
- includes backups (retention: two weeks)

## **MANAGED PRODUCTIVITY SERVICE**

### **Printer Management (Cloud Based)**

- Streamlined driver management and automated print output
- Processes from a cloud-native, centralized managed direct IP platform.
- Eliminates Scripts and GPOs

### **Ticketing System Access**

- A full version of ConnectWise Manage installed within your clients internal IT departments
- Helps clients improve the productivity of their internal IT department and end users

### **Cloud Signatures (E-Mail)**

- Easily manage, create and control E-mail signatures from Active Directory
- Professional email signature when sending from every device - smartphones, tablets and Macs
- Easily add elements like social media icons, legal disclaimers and more
- Office 365 Exchange Online Only

## **MANAGED DATA BACKUP AND DISASTER RECOVERY SERVICE**

### **Microsoft 365 Backup**

- Provides backups for Email, Teams, SharePoint and OneDrive (excludes APPs/Add-ons)
- Includes FOREVER incremental backups taken six times per day (7YR Retention)
- Microsoft's responsibility is stated "ensure that the service is operation and data is accessible"
- So, the bottom line is, you are responsible for your organization's data safety

### **BDR Local Backup**

- Add-on to BDR Offsite
- This is used for large non-critical local data that does not have any offsite requirements.
- Example: On-prem camera DVR data, development servers, test servers, local phone / voicemail servers.
- Daily Backup / Historical depends on the amount of local backup storage.

### **BDR Offsite Backup & BDR Physical Backup**

- Nightly server image backup monitored and managed by Iowa Solutions
- Includes backup software licenses
- Local Backup (Approx Retention: 180days) (Based on client's storage)
- Remote Off-Site Backup (Retention: 5days)
- BDR is a Cold DR solution

### **BDR Offsite Storage (1TB)**

- 3<sup>rd</sup> Party/Public Cloud Immutable Storage

### **Device Cloud Backup (250GB)**

- All data is securely kept in the public cloud within AWS.
- 6-month retention period including document versioning
- Backup job runs every three hours or if missed upon startup.

## **MANAGED CLOUD AND HOSTING SERVICES**

### **Misc Hosted Services**

- Custom hosted service designed specifically for your business.

### **Private Cloud - Backup(DR)**

- Nightly server image backup monitored and managed by Iowa Solutions
- Includes backup software licenses
- Local Backup (Approx Retention: 2 weeks)
- Remote Off-Site Backup (Retention: 5days)
- Private Cloud - Backup(DR) is a Cold DR solution

### **Private Cloud - Guest Add On Resources**

- Resources Add-On: 2 XEON+05GB Mem (single instance)

### **Private Cloud - Guest Add On Storage**

- Storage Add-On: 250GB (single instance)

### **Private Cloud - Guest Server (Bronze)**

- Single XEON Processor
- 5GB Memory
- 250GB Storage (cumulative)

### **Private Cloud - Guest Server (Gold)**

- Quadruple XEON Processor
- 15GB Memory
- 250GB Storage (cumulative)

### **Private Cloud - Guest Server (Silver)**

- Double XEON Processor
- 10GB Memory
- 250GB Storage (cumulative)

### **Private Cloud - Infrastructure**

- Managed Firewall (Gateway antivirus, content filtering, spyware protection and intrusion prevention)
- Secure VPN tunnels and applicable dial-in VPN for individual clients.
- Public IP Addresses

### **Private Cloud - Microsoft Office ProPlus.**

- Office Applications: Word, Excel, PowerPoint, Outlook, Access, and Publisher

### **Private Cloud - Microsoft Office Std.**

- Office Applications: Word, Excel, PowerPoint, Outlook

### **Private Cloud - Microsoft Remote CAL**

- A client access license (CAL) is needed for each user and device that connects to a Remote Desktop Session (RDS) host

### **Private Cloud - Microsoft SQL CORE (2 Core/4Min)**

- Unlimited SQL Users

### **Private Cloud - Server Upgrade Protection**

- Software Assurance for the server guest operating systems
- Provides updated and seamless costs for the hosting experience



## **MANAGED VOIP AND COLLABORATION SERVICES**

### **Teams: Maintenance Plan**

- \*Iowa Solutions requires all clients to have a pre-existing valid monthly maintenance plan in place in order to contact Iowa Solutions for help with their Microsoft Phone System.
- \*\*Without this maintenance plan service - you must contact Microsoft directly.

### **Telecom Cloud**

- Enterprise (dedicated) phone system.
  - Hosted with Iowa Solutions.
  - System is backed up nightly to alternate data center.
- No per user per month fee, allowing for unlimited shared/common phones.
- Includes auto-attendants
  - company greeting, after-hours, and holidays
- Ability to configure call queues
- Includes mobile APP - use your office number via your smartphone (Android & iOS apps). Porting of numbers inc., with single vendor relationship for phones, support, and numbers.
- All ongoing monthly support is included.
- All setup/switchover labor is included (excludes Discovery).

### **Telecom Cloud - Provisioning, Firmware, Labor**

- Placeholder if minimum phone requirements are not met.

### **Fax (efax)(2,500 Pages/month)**

- Sold in blocks of 2,500 pages - Includes an unlimited phone line and incoming e-fax capabilities (arrives as an e-mail in your inbox)

### **Redundant Systems**

- Utilizes an active – passive approach using built-in configuration replication.
- Manual switchover is required in event of failure
- 3<sup>rd</sup> party public cloud hosted.

### **Reporting and Wallboard**

- Reports & Charts
- Live Wallboard
- Called ID
- Prompts
- Queue Watcher

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY  
TIME WITHOUT NOTICE.**