Effective October 29, 2024. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

The services will be described in an Order. Client may only add services by entering into a new Order that includes those services.

Service Desk – Core *

Entitlement	Link to page
Support for your staff	https://pumamit.com/sd-staff
Support for your technology	https://pumamit.com/sd-technology
How we support you	https://pumamit.com/sd-how
Access to engineers	https://pumamit.com/sd-engineer
Fast SLA	https://pumamit.com/sd-sla
Asset Lifecycle & Inventory	https://pumamit.com/sd-assets
Technology Monitoring & Alerts	https://pumamit.com/sd-alerts
Named Account Manager	https://pumamit.com/sd-account-team
Procurement & Sales	https://pumamit.com/sd-procure
vCIO & Technology Roadmap	https://pumamit.com/sd-vcio
Identity Management	https://pumamit.com/sd-identity
Security & Application Patching	https://pumamit.com/sd-patching
Data Encryption	https://pumamit.com/sd-encrypt
Managed Multi-Factor (MFA)	https://pumamit.com/sd-mfa
Vendor Management	https://pumamit.com/sd-vendor
Web Filtration + Content Filter	https://pumamit.com/sd-contentfilter
NGAV Protection	https://pumamit.com/sd-ngav
EDR– 24x7 Managed Detection	https://pumamit.com/sd-edr
Hardened Baseline for all endpoints	https://pumamit.com/sd-baseline
Phone System & PBX	https://pumamit.com/sd-pbx
Microsoft 365 Support	https://pumamit.com/sd-microsoft
Network Management	https://pumamit.com/sd-network
Data Protection & Mgmt.	https://pumamit.com/sd-backup
Licensing & SaaS Mgmt.	https://pumamit.com/sd-license
ISP & Internet Mgmt.	https://pumamit.com/sd-internet
Cyber Insurance Management	https://pumamit.com/sd-insurance

*** Implementation of any of these services may require additional projects. If Client declines any service, that service will be excluded from the package.**

Service Desk – Core +

Entitlement	Link to page
Support for your staff	https://pumamit.com/sd-staff
Support for your technology	https://pumamit.com/sd-technology
How we support you	https://pumamit.com/sd-how
Access to engineers	https://pumamit.com/sd-engineer
Fast SLA	https://pumamit.com/sd-sla
Asset Lifecycle & Inventory	https://pumamit.com/sd-assets
Technology Monitoring & Alerts	https://pumamit.com/sd-alerts
Named Account Manager	https://pumamit.com/sd-account-team
Procurement & Sales	https://pumamit.com/sd-procure
vCIO & Technology Roadmap	https://pumamit.com/sd-vcio
Identity Management	https://pumamit.com/sd-identity
Security & Application Patching	https://pumamit.com/sd-patching
Data Encryption	https://pumamit.com/sd-encrypt
Managed Multi-Factor (MFA)	https://pumamit.com/sd-mfa
Vendor Management	https://pumamit.com/sd-vendor
Web Filtration + Content Filter	https://pumamit.com/sd-contentfilter
NGAV Protection	https://pumamit.com/sd-ngav
EDR– 24x7 Managed Detection	https://pumamit.com/sd-edr
Hardened Baseline for all endpoints	https://pumamit.com/sd-baseline
Phone System & PBX	https://pumamit.com/sd-pbx
Microsoft 365 Support	https://pumamit.com/sd-microsoft
Network Management	https://pumamit.com/sd-network
Data Protection & Mgmt.	https://pumamit.com/sd-backup
Licensing & SaaS Mgmt.	https://pumamit.com/sd-license
ISP & Internet Mgmt.	https://pumamit.com/sd-internet
Cyber Insurance Management	https://pumamit.com/sd-insurance
Phishing Simulation	https://pumamit.com/sdp-phishing
Vulnerability & Penetration Scanning	https://pumamit.com/sdp-pentesting
Security Awareness Training	https://pumamit.com/sdp-secawareness
DNS Filtration	https://pumamit.com/sdp-dnsfilter
Dark Web Monitoring	https://pumamit.com/sdp-darkweb
Password & Credential Manager	https://pumamit.com/sdp-passwordmgr
HIPAA Compliance & Management	https://pumamit.com/sdp-hipaa
SRA -Security Risk Assessment	https://pumamit.com/sdp-sra

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Application Whitelisting	https://pumamit.com/sdp-appcontrol
MDR & SOC 24/7/365	https://pumamit.com/sdp-mdr-soc
Network Control	https://pumamit.com/sdp-network-control
Ringfencing	https://pumamit.com/sdp-ringfencing
Elevation Control (PAM)	https://pumamit.com/sdp-pam
Storage Control	https://pumamit.com/sdp-storagecontrol

*** Implementation of any of these services may require additional projects. If Client declines any service, that service will be excluded from the package.**

Service Desk – Complete

Entitlement	**Link to page**
Support for your staff	https://pumamit.com/sd-staff
Support for your technology	https://pumamit.com/sd-technology
How we support you	https://pumamit.com/sd-how
Access to engineers	https://pumamit.com/sd-engineer
Fast SLA	https://pumamit.com/sd-sla
Asset Lifecycle & Inventory	https://pumamit.com/sd-assets
Technology Monitoring & Alerts	https://pumamit.com/sd-alerts
Named Account Manager	https://pumamit.com/sd-account-team
Procurement & Sales	https://pumamit.com/sd-procure
vCIO & Technology Roadmap	https://pumamit.com/sd-vcio
Identity Management	https://pumamit.com/sd-identity
Security & Application Patching	https://pumamit.com/sd-patching
Data Encryption	https://pumamit.com/sd-encrypt
Managed Multi-Factor (MFA)	https://pumamit.com/sd-mfa
Vendor Management	https://pumamit.com/sd-vendor
Web Filtration + Content Filter	https://pumamit.com/sd-contentfilter
NGAV Protection	https://pumamit.com/sd-ngav
EDR– 24x7 Managed Detection	https://pumamit.com/sd-edr
Hardened Baseline for all endpoints	https://pumamit.com/sd-baseline
Phone System & PBX	https://pumamit.com/sd-pbx
Microsoft 365 Support	https://pumamit.com/sd-microsoft
Network Management	https://pumamit.com/sd-network
Data Protection & Mgmt.	https://pumamit.com/sd-backup
Licensing & SaaS Mgmt.	https://pumamit.com/sd-license
ISP & Internet Mgmt.	https://pumamit.com/sd-internet

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Cyber Insurance Management	https://pumamit.com/sd-insurance
Phishing Simulation	https://pumamit.com/sdp-phishing
Vulnerability & Penetration Scanning	https://pumamit.com/sdp-pentesting
Security Awareness Training	https://pumamit.com/sdp-secawareness
DNS Filtration	https://pumamit.com/sdp-dnsfilter
Dark Web Monitoring	https://pumamit.com/sdp-darkweb
Password & Credential Manager	https://pumamit.com/sdp-passwordmgr
HIPAA Compliance & Management	https://pumamit.com/sdp-hipaa
SRA -Security Risk Assessment	https://pumamit.com/sdp-sra
Application Whitelisting	https://pumamit.com/sdp-appcontrol
MDR & SOC 24/7/365	https://pumamit.com/sdp-mdr-soc
Network Control	https://pumamit.com/sdp-network-control
Ringfencing	https://pumamit.com/sdp-ringfencing
Elevation Control (PAM)	https://pumamit.com/sdp-pam
Storage Control	https://pumamit.com/sdp-storagecontrol
On site support & visits	https://pumamit.com/sdc-onsite
Projects <4 hours	https://pumamit.com/sdc-projects

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Value Added / Quoted Ad-hoc

Microsoft Licensing
Exchange Online Plan 1
365 Business Basic
365 Business Standard
365 Business Premium
365 E3
365 E5
Azure Information Protection Premium P1
Azure Active Directory Premium P1
Microsoft Defender for Office 365 (Plan 1)
Power Apps - Per User Plan
Common Data Service Database Capacity
Windows 365 Business 4 vCPU, 16 GB, 256 GB
Teams Phone Standard - Virtual User

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	Call2Teams Trunks
	Call2Teams PBX
	Microsoft Intune - Device
	Microsoft Intune
	Other products on Microsoft's website
Voice services	
	Voice Essentials
	SMS
	Transcription Services
	Faxing
	AI Agents / Chat Bot
	Call Center Services
	DID/Phone Lines
	Physical phones
Shared IT - Escalation	
	Escalation IT Services / Co-managed IT
Staff Augment	
	Staff Augment / Resource placement at org location
Non-Reoccurring	
	On site Visit
	Other
	Professional Services

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.

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