



Effective April 15, 2026. 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.

MSP SERVICES

Account Management Services

- Dedicated Account Manager
- Network road mapping
- Microsoft 365 tenant management
 - Monitor and backup Microsoft 365 tenant configuration
 - License monitoring, management, and optimization
- DMARC monitoring for all sending domains
- Regularly scheduled Proactive Maintenance Checks
- Comprehensive, up to date network documentation
- Training and access to Sagiss tool sets

User Management

- Identity threat detection & response with 24x7 SOC
- Email protection – virus scanning, spam blocking, and advanced threat protection
- User security training & phishing testing

Workstation Management

- Windows security patching and updates
- Endpoint detection & response with 24x7 SOC
- Advanced web content filtering
- Endpoint privilege access management

Server & Infrastructure Management

- Windows security patching and updates
- Endpoint detection & response with 24x7 SOC
- Advanced web content filtering
- Core device monitoring – CPU, memory, disk, network, event logs, etc.

Enhanced Endpoint Security

- Internal and external vulnerability scanning and management
- Managed SIEM

Firewall Management

- Monitor, manage, and update
- Bandwidth analysis
- External access review

Managed Backup & Recovery

- Daily monitoring and remediation
- Disk-to-disk-to-cloud backup
- Local backup for rapid recovery
- Off-site backup for redundancy and disaster recovery

Microsoft 365 Backup

- Daily backup of Microsoft 365 data
- Includes Exchange, OneDrive, SharePoint, and Teams

Technical Support Services

- Support of managed servers and infrastructure
- Support of managed user devices, including mobile devices
- Alert response and remediation
- Unused amounts carry forward to the next month – no expiration

After Hours Alert Response

- Standard Business Hours (7am-6pm, M-F)
- 7 Day Extended Hours (7am-10pm, 7 Days)
- 24 Hour (24 Hours, 7 Days)

Additional Services

- After hours support (outside business hours, including holidays)
- Microsoft Azure
- Microsoft Office 365

Onboarding

Complete client onboarding

- On-site onboarding team
- Tool configuration and deployment
- Complete network documentation

MSP LITE SERVICES

User Management

- Identity threat detection & response with 24x7 SOC
- Email protection – virus scanning, spam blocking, and advanced threat protection
- User security training & phishing testing

Workstation Management

- Windows security patching and updates
- Endpoint detection & response with 24x7 SOC
- Advanced web content filtering

Microsoft 365 Backup

- Daily backup of Microsoft 365 data
- Includes Exchange, OneDrive, SharePoint, and Teams

Technical Support Services

- Support of managed user devices, including mobile devices
- Includes 2 hours. Unused amounts carry over for 1 month
- DMARC monitoring
- Microsoft 365/Google Workspace tenant security monitoring

Onboarding

Complete client onboarding

- Remote onboarding
- Tool configuration and deployment
- Establish user on/offboarding and workstation setup procedures (if applicable)
- Sagiss ticketing portal

NON-COVERED ITEMS

The following items are not covered under the service agreement and are available on time and materials basis:

- Projects or integration work that adds functionality or capacity
- Disaster recovery due to hardware or software malfunction, malware, etc.
- Support for non-compliant or non-warranted hardware or software
- The following items are not covered under the service agreement and can be subcontracted to a third party:
 - Electrical or cable work
 - Printer repairs or physical printer support
 - Software training services

**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.