TAILORED
TECHNOLOGY SERVICES

Effective June 28, 2024. 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.

Virtual IT Department	Core	Security+	Complete
IT Strategy & Innovation			
AI Powered Support	☑	☑	☑
Asset LifeCycle Management	☑	☑	☑
Incident Tracking and Reporting	☑	☑	☑
Phone, Email, & Text Support	☑	☑	☑
Secure Documentation	☑	☑	☑
IT Vendor Management	☑	☑	☑
Online Payment Portal	☑	☑	☑
CSAT Reporting	☑	☑	☑
Operations Reporting and Dashboards	☑	☑	☑
Chat Through Teams & Slack Support		☑	☑
Expert IT Advisory Services			
IT Procedure Creation and Review	☑	☑	☑
vCIO Consulting		☑	☑
Executive Reports		☑	☑
Technology Business Review Meetings	Quarterly	Quarterly	Quarterly
IT Budget Preparation	Quarterly	Quarterly	Quarterly
Infrastructure & End-User Support			
Skilled and Friendly Service Desk	☑	☑	☑
Service Level Response Times	☑	☑	☑
Specialized Engineers and Service Reps	☑	☑	☑
Server Monitoring & Maintenance	☑	☑	☑
Network Device Monitoring & Maintenance	☑	☑	☑
Workstation Montoring & Maintenance	☑	☑	☑
Unlimited Remote Support (business hours)	☑	☑	☑
PBX Phone System Support	☑	☑	☑
Advanced Network Monitoring & Maintenance		☑	☑
Unlimited Onsite Support (business hours where TTS is)	Hourly	Hourly	☑
Remote After Hours Support	Hourly	Hourly	Hourly
Advanced Cyber Security Solutions			
NextGen AV and Endpoint Detection & Response (EDR/XDR)	☑	☑	☑
Backup & Disaster Recovery Mgmt	☑	☑	☑
Email SPAM Filtering	☑	☑	☑
Multifactor Authentication (MFA) Mmgt	☑	☑	☑
Password Management System Mgmt		☑	☑
Simulated Phishing Attacks & Security Awareness Training		☑	☑
Dark Web Monitoring (Up to 3 Domains)		☑	☑
Managed Detection & Response (MDR) for Workstations		☑	☑
Managed Detection & Response (MDR) for Microsoft 365			☑
Advanced Phishing Protection			☑
DNS Advanced Filtration			
Security Information and Event Management (SIEM)			

User Lifecycle Management			
Identity Management	☑	☑	☑
Terminations	☑	☑	☑
New Hire Setups		☑	☑
New Hire Orientations			☑

☂ = Cyber Insurance Requirement

**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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