



Effective October 31, 2025. 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

Included Services for Managed Systems

Consulting	Notes
Periodic Meetings	Valiant and will hold periodic remote meetings with Client vCIO and designated Client contact to review upcoming Client initiatives, system expirations, service renewals, technology advancements, and overall planning for Client site. A representative of Client with decision-making authority is required to attend. Meetings are mandatory unless mutually agreed upon by both parties.
ITSO consultative meetings	Client can request virtual consultations on technical direction. The purpose of these meetings is to assess Client current and future issues, concerns, and needs.
Monitoring of Managed Systems	Client Managed Systems will be monitored for warranty expirations Client remains responsible for informing Valiant of any damage or defects of such inventory. Valiant disclaims any obligation to monitor software or hardware that is unknown.

Support	Notes
Support Services (during Normal Hours)	Valiant will provide remote support services on all Managed Systems during Normal Hours.

Proactive Maintenance Notes

Patch Management	Managed Systems will be updated on a regular schedule after updates pass Valiant's testing. Patching will require reboots of systems and will be performed after hours at no cost to Client
Network Security Management	Valiant will implement, with Client approval, appropriate security measures and updates as determined in its sole discretion. Client is responsible for approving such recommendations.
Backup Monitoring	Backups of Managed Systems protected by approved backup platforms will be monitored.
Management of Domain Registration and Public DNS	Expiration dates of Domain Registration will be tracked, and functions of external (public) DNS services will be monitored. Client remains solely responsible for renewals and ensuring that registrations do not lapse. Client must inform Valiant of any changes, updates, or additions to its registered domains.
Valiant Endpoint Protection	Valiant will provide cloud-managed anti-malware and detection software and will ensure all updates and patches remain up to date in accordance with industry standards. Incidents will be logged for a rolling 365 days.
Valiant Complete Cloud Security	Valiant will provide our cloud managed email and cloud identity platform protection system for all end-users. Incidents will be logged for a rolling 365 days. Valiant will provide our cloud to cloud offsite, immutable backup for data stored in Microsoft 365 or Google Workspace. The system will also be used to archive former staff.
Valiant Cloud Platform Backup	Valiant will provide a cloud-based continual security platform that includes annual security trainings, periodic micro-trainings, phishing simulation tests, and dark web identity monitoring.
Valiant Continual Security Training	Valiant will provide DMARC monitoring and DMARC and SPF management for Client's primary domain name.
Valiant DMARC Management	Valiant will provide a cloud-based password manager to all named Client Managed and Cloud Users.
Valiant Password Manager	Valiant will maintain documentation and inventory of all covered Client Managed Systems, all affiliated service providers, and keep a record of incident history in our ticketing system.
Documentation and Security Credential Management	

Onsite Services Onsite Services during Normal Hours (as defined above). Onsite Services are included in the Per Managed Seat Fee, unless they are delivered outside of Normal Hours. Onsite Services provided outside of Normal Hours are subject to the hourly rate and minimum charge set forth above. Onsite Services are provided at Valiant's sole discretion and only after Valiant has been able to make a remote diagnosis

Managed Systems, Managed Users, Cloud Users, Utility Accounts, and Archive Users.

Managed Users and Cloud Users. The list of Managed Users and Cloud Users are updated when staff or managed persons are onboarded or terminated. These individuals are listed on the monthly invoice as well as available 24/7/365 in the Valiant client portal (portal.thevaliantway.com).

Managed Users and Cloud Users have their own unique credential and passwords. Individuals in separate Managed Users and Cloud Users must not share such credential or passwords with other individuals, including other Managed Users and Cloud Users. Valiant reserves the right to withhold Services or support in the event of such unauthorized use of Managed Users and Cloud Users credentials.

Managed users receive full support, have company cloud accounts, and a company workstation or cloud PC.

Cloud Users include support for Client's employees, contractors, or freelancers that have access to cloud based workspace platforms (Microsoft 365 or Google Workspace) but do not have a Client owned Managed System.

Cloud users receive full support on cloud tenant services, have cloud accounts, but no company workstation.

Managed Users include support for Client-owned Managed Systems.

The "Managed Systems" are the identified systems that are logged and identified in the following Valiant methods:

Organization owned Workstations, Servers, Mobile Devices enrolled and inventoried in Valiant management and monitoring systems. These items are available for review 24/7/365 in the Valiant client portal (portal.thevaliantway.com).

The Valiant documentation platform houses all configuration and access items. Authorized users can review line of business application and other documents.

If a system is not a Managed System or otherwise documented in these systems, then Valiant will attempt to support the system but it is a best effort and may not be possible. Additional systems may increase monthly costs.

Managed workstations must be associated with a Managed User.

The final support systems inventory will be reviewed during the initial onboarding business review (typically 30-60 days post onboarding) and during each periodic meeting.

Utility Accounts are accounts that exist in the cloud-based workspace platform (Microsoft 365 or Google Workspace) but are not associated with a specific person or employee. Utility accounts have the same security and backup protections as Managed Users and Cloud Users but receive no support services.

Utility Accounts users receive no support but have company identity/email accounts.

All licensed accounts in the cloud-based workspace platform (Microsoft 365 or Google Workspace) must be identified as either a Managed User, Cloud User, or Utility Account.

Archive Accounts do not have an active cloud-based workspace platform (Microsoft 365 or Google Workspace) account, but do have data stored in the backup system. Removal of an Archive Account permanently deletes the backup associated with that account.

Archive Users no longer have active accounts but their data is stored in the cloud backup

HARDWARE-AS-A-SERVICE

Provider manages and supports hardware assets (such as servers, workstations, firewalls, or networking equipment)

HaaS includes:

- Deployment, configuration, and installation
- Proactive monitoring, patching, and updates
- Equipment repairs or replacements due to normal wear or failure
- Hardware refreshes at agreed intervals or contract renewal
- End-of-life disposal and data sanitation

HaaS may be subject to special fees and terms.

Common Change Orders

The following is a list of common Change Orders that are not covered under the Managed Service Agreement. These Change Orders are priced at a flat rate. Prices and order forms can be found in the Client Portal

Change Order	Description
Add domain to Google Workspace (Secondary Domain)	Adding a secondary domain to your Google Workspace account as a standalone secondary domain
Add domain to Microsoft 365 (Azure AD Connect)	Adding a domain to your Microsoft 365 tenant when you have synchronization between Entra ID and a legacy Active Directory Domain Controller
Add domain to Microsoft 365 (cloud only)	Adding a domain to your Microsoft 365 tenant without adding it to a legacy Active Directory Domain Controller

Add domain to Google Workspace (Alias Domain)	Adding a domain to your Google Workspace environment and as a tenant-wide alias to all users
Configure Scan-to-File on an existing MFC Printer	Configuring Scan-to-File on an existing MFC Printer (printer must support direct connection to your file storage)
Configure SMTP Relay Service	Configuring an SMTP Relay Service to allow applications or devices to send email as your domain
Configuring a new mobile device	Configuring a new mobile device (phone or tablet) from out-of-box with connections to your cloud applications. Self-service instructions are available.
Custom Server Software Install	Installation of custom software onto a server and up to two client workstations. Installation instructions must be provided by the software vendor
Customer Contract Review – Cybersecurity	Reviewing Cybersecurity requests or requirements in a third-party agreement (NOTE: not a legal service)
Domain DNS Migration	Copying the DNS records from one provider to another and then updating the Name Servers. Access to the legacy DNS host and domain registrar is required.
Extra Hard Drive	Installing a secondary hard drive into a workstation.
Font Deploy	Installation of a font file to all managed workstations
Hard Drive Upgrade	Swapping an existing drive for a new device. Includes Data Transfer from the old drive to the new one.
installing an 8-port switch	Installing an 8-port switch to extend network access. The switch must be pre-approved by Valiant for your network.
Insurance Underwriting Review	Reviewing the cybersecurity requirements of your cyber liability insurance
Moving a single workstation to a new desk	Moving a single workstation to a new desk as a standalone request.
Moving multiple workstations, over 4 hours	Moving multiple workstations, over 4 hours
Moving multiple workstations, under 4 hours	Moving multiple workstations, under 4 hours
Network Segmentation	Creating an isolated network segment for a tenant or event.

New conference room camera	Installing a standalone conference room camera onto an existing workstation
New Individual Scanner (USB)	Configuring a new scanner on a single workstation connected via USB
New individual USB printer (onsite)	Setting up a new individual printer on a single workstation connected by USB. Includes the physical setup onsite.
New individual USB printer (remote)	Setting up a new individual printer on a single workstation connected by USB. You will be required to physically connect the device so we can remotely configure it for your machine.
New Multiuser printer (LAN)	Installing a new multiuser printer with a wired LAN connection. Requires that the printer be physically connected to the network and powered on.
New Slack Workspace with Google SSO	Creating a new Slack workspace using Google SSO
New Slack Workspace with Microsoft 365 SSO	Creating a new Slack workspace using Microsoft 365 SSO
QuickBooks Hosted Upgrade	Upgrading a QuickBooks database on a third-party hosted service.
QuickBooks Upgrade	QuickBooks Upgrade Includes upgrading 1 database, 1 Server, and 2 Workstations
QuickBooks Web Connector Installation	Configuring a QuickBooks web connector
Setting up a new monitor	Setting up a new monitor on an existing workstation
Single Switch Swap	A one-to-one replacement of a Valiant approved network switch.
Single WAP Swap	A one-to-one replacement of a Valiant approved network WAP.
Site-to-Site VPN Setup	A Site-to-Site VPN setup (aka Hardtunnel) from your office firewall to another office location, cloud endpoint, or third party.
SonicWall Firewall Swap	A one-for-one swap (upgrade) of an existing Valiant approved firewall.
SSL Certificate and Server Install (single domain)	Installation of an SLL certificate for a single domain on a managed server system.

UPS Swap	UPS Unit replacement during regular hours
Workstation RAM Upgrade	Installing additional RAM in to a Valiant approved workstation
FileMaker Upgrade	FileMaker Upgrade includes 1 database, 1 Server, and 2 Workstations. Requires up to date licensing and support from FileMaker.
FileMaker Upgrade Additional Database	Upgrading an additional FileMaker database (add-on to FileMaker upgrade)
FileMaker Upgrade Additional Workstation	Upgrading FileMaker on an additional workstation (add-on to FileMaker upgrade)
QuickBooks Upgrade Additional DB	Upgrade additional QuickBooks database (add-on to QuickBooks upgrade)
QuickBooks Upgrade Additional Workstation	Upgrade QuickBooks on an additional workstation (add-on to QuickBooks upgrade)

**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