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Monthly Managed Services

Description	On-call support	Monitoring	Silver *	Gold *	Platinum *
Per workstation fee		\$10.00	\$35.00	\$45.00	\$55.00
Per server fee		\$50.00	\$150.00	\$250.00	\$350.00
Per attached device fee		\$20.00	\$40.00	\$50.00	\$60.00
Hourly technician rate (out of scope)**	\$65.00	\$65.00	\$60.00	\$55.00	\$50.00
Hourly engineer rate (out of scope)**	\$125.00	\$ 125.00	\$120.00	\$115.00	\$110.00
Hourly website development/admin **	\$75.00	\$ 75.00	\$75.00	\$75.00	\$75.00
24x7x365 monitoring		included	included	included	included
Online customer portal		included	included	included	included
Monthly summary reports		included	included	included	included
Emergency Response time	As soon as practical	As soon as practical	1-2 business days	next business day	same business day
Patch/software updates			included	included	included
Monthly tuneup/maintenance			included	included	included
Phone/remote support			included	included	included
Backup monitoring			included	included	included
Antivirus management			included	included	included
Spyware monitoring and removal				included	included
Onsite support				included	included
Vendor liaison				included	included
Adding/removing users				included	included
Procurement/warranty liaison				included	included
After hours support					included
Offsite weekly server backup					included
Money-back satisfaction guarantee	included	included	Included	included	included

* Subject to certain hardware and software requirements

** Discounted prepaid block time available