

CSI | MANAGED SERVICE OFFERINGS

ESSENTIAL A LA CARTE

ESSENTIAL IT SUPPORT - Fixed fees based on # of devices

- Light Monitoring (4 hr intervals)
- Asset/Software/Hardware Reporting
- Remote Control

MANAGED ANTI-VIRUS - per/device price

- Integrated AV deployment
- AV Monitoring
- AV Updates
- Threat/Status Reporting

MANAGED PATCH - per device price

- Windows Patch Management
- 3rd Party Patch Management
- Patch Reporting

ESSENTIAL OPTIONS

MANAGED BACKUP - per server pricing

- Integrated Backup Deployment
- Backup Management & Monitoring
- Capacity/Status Reporting

HOSTED BACKUP - TBD/GB

- Offsite storage to a secure datacenter

MANAGED MOBILE - per device pricing

- Mobile management, support & reporting

MANAGED COMPLIANCE - per IP pricing

- Monthly Vulnerability/Compliance reporting

BILLABLE SERVICES - HOURLY RATES

- End-user support (Helpdesk)
- Onsite & Remote Support
- Moves, adds, changes
- Project Planning
- Cap Ex projects
- Upgrades & Hardware
- After hours Support

PROACTIVE

SERVER - Fixed fee per server

- Advanced Performance Monitoring
- Key Application Maintenance
- Scheduled Preventative Maintenance, including patch updates
- License & Asset Management
- Managed Anti-Virus
- Managed Backup
- Additional Support Billed at T&M Rates

NETWORK - Fixed Fee per Device

- Quarterly Network Health Review
- Firewall Management & Maintenance
- Router Monitoring
- Switch Monitoring
- Additional Support Billed at T&M Rates

WORKSTATION - Fixed Fee per device

- Availability Monitoring
- OS & 3rd Party Patch Management
- Scheduled Preventative Maintenance
- Managed Anti-Virus

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PROACTIVE OPTIONS

- Hosted Backup - TBD/GB
- Managed Mobile per /device pricing
- Managed Compliance per IP pricing

BILLABLE SERVICES - HOURLY RATES

- End-user support (Helpdesk)
- Onsite & Remote Support
- Cap Ex projects (Moves, adds, changes)
- Project Planning
- Upgrades & Hardware
- After hours Support

FULLY MANAGED

SERVER - per server price

- Advanced Performance Monitoring
- Configuration Management
- Key Application Maintenance
- OS & 3rd Party Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance
- License & Asset Management
- Managed Anti-Virus
- Managed Backup
- Managed Compliance
- Unlimited Remote & Onsite support

NETWORK - per network device price

- Firewall Management & Maintenance
- Router Monitoring
- Switch Monitoring
- Unlimited Remote & Onsite support
- Monthly Network Health Review

WORKSTATION - per workstation price

- Advanced Performance Monitoring
- Configuration Management & Enforcement
- OS & 3rd Party Patch Management
- Real Time Workstation Optimization
- Scheduled Preventative Maintenance
- Managed Anti-Virus
- Unlimited Remote & Onsite support

24/7 HELP DESK SUPPORT

MANAGED OPTIONS

- Hosted Backup - TBD/GB
- Managed Mobile - per device pricing

BILLABLE SERVICES - HOURLY RATES

- Project Planning
- Cap Ex projects Upgrades & Hardware