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Managed Service Plans

 PROACTIVE MONITORING	PCP	PCPe
24/7 Monitoring of Uptime & Alerts	✓	✓
Server Alert Notification and Escalation	✓	✓
Disk Health Monitoring	✓	✓
Microsoft & Third Party Patch Management and Deployment	✓	✓
Availability Status and Notification	✓	✓
LogMeIn License for Remote Access	✓	✓
Asset Inventory and Reporting	✓	✓
Backup Monitoring of Datto Devices	✓	✓
Client Portal	✓	✓
Technology Purchasing Assistance	✓	✓
Liaison with Vendors	✓	✓
 BUSINESS CONSULTING	PCP	PCPe
Monthly Network Health Reporting	✓	✓
Annual Technology Review	✓	✓
Month to Month Contracts	✓	✓
Anti SPAM and Active Message Continuity	Add-On	Add-On
Antivirus Protection	Add-On	✓
Forensic Investigation	T&M	T&M
 SUPPORT	PCP	PCPe
Remote Support (M-F 8:30am - 5:30pm EST)	T&M	✓
Onsite Support (Hours: M-F 8:30am - 5:30pm EST)	T&M	✓
Onsite Support (After Hours: 5:30pm - 8:30am EST)	T&M	T&M
Same-day Guaranteed Response - Critical Issues	8 Hour SLA	4 Hour SLA
Work Performed Outside of PCP Coverage	T&M	T&M