






**U.S. COMPUTER  
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## Managed Service Plans

 PROACTIVE MONITORING	PCP	PCPe
24/7 Network Monitoring	✓	✓
Server Alert Notification and Escalation	✓	✓
Disk Health Monitoring	✓	✓
Security Patch Management and Deployment	✓	✓
Availability Status and Notification	✓	✓
LogMeIn License for Remote Access	✓	✓
Desktop Spyware Protection	✓	✓
Asset Inventory and Reporting	✓	✓
Backup Monitoring	✓	✓
Client Portal	✓	✓
Technology Purchasing Assistance	✓	✓
Firewall Management	✓	✓
Liaison with Vendors	✓	✓
 BUSINESS CONSULTING	PCP	PCPe
Monthly Network Health Reporting	✓	✓
Annual Technology Review	✓	✓
Advanced Security Features	✓	✓
Month to Month Contracts	Add-On	✓
MX Logic - Anti SPAM and Active Message Continuity	✓	✓
Network-wide Antivirus Protecting	Add-On	✓
Security and Vulnerability Analysis Scanning	Add-On	✓
Email Flow Monitoring	Add-On	✓
 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 )	✓	✓