



Network IT Service

	Bronze Plan - Monitoring	Gold Plan - Essential Management	Platinum Plan - Advanced Management	Diamond Plan- Worry Free Workplace
Number of PCs on Network 1-10	\$20.00	CALL	CALL	CALL
Number of PCs on Network 11-20	\$30.00	CALL	CALL	CALL
Number of PCs on Network 21-50	\$40.00	CALL	CALL	CALL
Number of PCs on Network 51-100	\$60.00	CALL	CALL	CALL
Remote Monitoring of Connectivity, Performance and Alerts 8 x 5 Business Hours	✓	✓	✓	✓
Purchasing Assistance for Replacement Equipment	✓	✓	✓	✓
Router Management	✓	✓	✓	✓
Firewall Management	✓	✓	✓	✓
Switch Management	✓	✓	✓	✓
VPN Management	✓	✓	✓	✓
Wireless LAN Management		✓	✓	✓
Advanced Network Management (One Time Setup)		✓	✓	✓
Complete Network Documentation		✓	✓	✓
Network Administration (Ongoing)			✓	✓
ISP Management			✓	✓
24 x 7 x 356 Monitoring & Automated Reporting			✓	✓
Annual Technology Plans			✓	✓
Assigned Engineer			✓	✓
3rd Party Vendor Management			✓	✓
Asset Management and Reporting			✓	✓
Updates / Upgrades / Patches				✓
24 x 7 Emergency Support				✓
Guaranteed Response Time	4 Hours	2 Hours	1 Hour or Less	30 minutes or Less