



Server Management

	Bronze Plan - Monitoring	Gold Plan - Essential Management	Platinum Plan - Advanced Management	Diamond Plan- Worry Free Workplace
Monthly Cost per Server:	\$125.00	CALL	CALL	CALL
Remote Monitoring of Connectivity, Performance and Alerts 8 x 5 Business hours	✓	✓	✓	✓
Performance Monitoring	✓	✓	✓	✓
Virus Definition Management	✓	✓	✓	✓
Service Monitoring and Notification	✓	✓	✓	✓
Event Log Monitoring	✓	✓	✓	✓
Security Log Monitoring	✓	✓	✓	✓
Application Log Monitoring	✓	✓	✓	✓
Windows Application Management	✓	✓	✓	✓
Purchasing Assistance for Replacement Equipment	✓	✓	✓	✓
Firmware Management and Installation (Ongoing)	✓	✓	✓	✓
Application Installation and Configuration (One Time Setup)		✓	✓	✓
24 x 7 x 356 Monitoring & Automated Reporting		✓	✓	✓
3rd Party Vendor Management		✓	✓	✓
File Sharing Permission Administration		✓	✓	✓
Backup Management*			✓	✓
Backup and Recovery Test			✓	✓
Monthly Scheduled On-Site Maintenance			✓	✓
Assigned Engineer			✓	✓
Unlimited Remote Control for All Supported Applications			✓	✓
Unlimited Phone Support for All Supported Applications			✓	✓
24 x 7 Emergency Support				✓
Updates / Upgrades / Patches				✓
Guaranteed Response Time	4 Hours	2 Hours	1 Hour or Less	30 minutes or Less