LET US MANAGE ...	IT COMPLETE									(OPT)
	IT		SERVERS		CLIENTS		PRINTERS	OFFICE 365 PORTAL	PATCH	MOBILE PHONES
Servers & Network Infrastructure	Complete	Hybrid	Complete	AWS/Azure	Complete	Hybrid	Just In Time Toner			
Infrastructure and SAN monitoring	X	X	X	X						
External vulnerability scan	X	X	X	X						
Capacity planning	X	X	X	X						
Bandwidth monitoring	X	X	X	X						
Configuration changes	X	X	X	X				X		X
Service packs and security patches	X	X	X	X					X	
Backup and restore assistance	X	X	X	X						
Security scan & event log alerts	X	X	X	X						
Self-service password installation	X	X	X	X				X		
Phone system attendant failover	X	X	X	X						
Virtual Machine restore test	X	X	X	X						
SSL Cert and Domain Registration Admin	X	X	X	X						
AD Administration	X	X	X	X						
Help Desk, Operating System and Application Support										
Microsoft client patches/updates and freeware utility updates/upgrades	X	X			X	X			X	
Monitoring client-owned virus software	X	X	X	X	X	X				
Lifecycle management	X	X	X	X	X	X			X	
"How to" support	X	X	X	X	X	X				
Monitoring including low disk space	X	X	X	X	X	X				
Client software update installation	X	X	X	X	X	X				X
Software support and call tracking	X	X	X	X	X	X				
Level 1 support for specialty applications	X	X	X	X	X	X				
User move, add & change allowance	X	H			X	H				
Training as recommended by help desk	X	X			X	X				
Software image creation	X	X			X	X				
On-Site Support and Break-Fix										
On-site for covered services as needed	X	H	X		X	H				
Rebuild down systems	X	H	X		X	H				
Presentation room maintenance	O	O	O	O	O	O	O	O	O	
Replacement using client-owned spares	X	H	X		X	H				
Break-fix service labor	X	Warranty	X		X	Warranty	H			
Administration										
IT management reporting and review	X	X	X	X	X	X	X	X	X	
Hardware & software inventory reports	X	X	X	X	X	X	X	X	X	
Network documentation and policy	X	X	X	X						
New purchase recommendation	X	X	X		X	X	X	X	X	
Toner supplies replenishment							X			
AWS/Azure Management				X						

X - Included   H - Hourly   O - Optional   Services offered standard business hours ET   updated 10/2024