

MANAGED SERVICES OPTIONS

	Server Monitoring Plan SILVER	Server Management Plan GOLD	Network Management Plan PLATINUM
SUPPORT			
Service availability monitoring (24/7)	X	X	X
Unlimited remote control support (Normal Business Hours)		X	X
Unlimited on-site support (Normal Business Hours)		X	X
Unlimited Help Desk Support (Normal Business Hours)			X
Unlimited PC management plan			X
MAINTENANCE			
Event log monitoring	X	X	X
Drive space monitoring	X	X	X
Log file maintenance		X	X
MS Exchange monitoring	X	X	X
MS Exchange maintenance and administration		X	X
Backup monitoring	X	X	X
Backup administration		X	X
Patch level monitoring	X	X	X
Patch level maintenance and administration		X	X
SECURITY			
User account administration		X	X
File sharing permission administration		X	X
Security administration		X	X
Virus definition and prevention		X	X
Spyware detection and removal			X
CONSULTATION			
Monthly executive reporting via email	X	X	X
Quarterly onsite review and planning session	X	X	X
Asset reporting		X	X
License management		X	X



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