

# Advance Information Technology Services

Managed Services	Description	Bronze	Silver	Gold	Platinum
<b>MONITORING</b>					
Continuous Monitoring	24/7 Coverage on All Business Systems	Yes	Yes	Yes	Yes
Computer Lifecycle Management	Advise Replacement of Obsolete Equipment	Yes	Yes	Yes	Yes
Green Computing	Manage Electrical Power to IT assets	Yes	Yes	Yes	Yes
Security Vulnerabilities	Protect against Security & Malicious Threats	Yes	Yes	Yes	Yes
Detailed Network Audits	Audit Network for Non-Compliant Devices	No	Quarterly	Unlimited	Unlimited
Bandwidth Monitoring	Manage Available Network Bandwidth	No	Yes	Yes	Yes
Website Monitoring	Ensure Availability of Corporate & External Sites	No	Yes	Yes	Yes
<b>ASSET INFORMATION</b>					
Hardware Asset Inventory	Detect All Network Connected Hardware	No	Yearly	Quarterly	Quarterly
Hardware Warranty	Maintain and Renew Vendor Warranties	No	Yearly	Quarterly	Quarterly
Software Assessment	Review software deployment & version levels	No	No	Yes	Yes
<b>REPORTING</b>					
Alert Notification Counts	Alerts and Notifies System Engineers of Errors	Yes	Yes	Yes	Yes
Quarterly Executive Reports	Assess IT Infrastructure & Plan for Capacity	Yes	Yes	Yes	Yes
Windows Patch History	Provide History of Patches & Security Updates	Quarterly	Quarterly	Quarterly	Quarterly
<b>REMOTE REMEDIATION &amp; UPDATES</b>					
Weekly Windows Updates	Run Microsoft Window Updates	Weekly	Weekly	Weekly	Weekly
Remote Support Connections	Provide Online Technical Support	05 Per Month	10 Per Month	20 Per Month	Unlimited
<b>PREMIUM SERVICES</b>					
Email Spam Filtering	Filter Spam from Corporate Email	No	No	Yes	Yes
Email Virus Filtering	Filter Viruses from Corporate Email	No	No	Yes	Yes
*Offsite Backup	Cloud Data Storage	No	No	No	Yes
*Data Replication	DE duplicate Data at Cloud Location	No	No	Yes	Yes
*Virtual Machine Creation	Create Virtual Failover Server	No	No	Yes	Yes
<b>ADVANCED SERVICES</b>					
**Estimated Monthly Service Fees		TBD	TBD	TBD	TBD

\* Additional Hardware Required

\*\* Network Assessment is Required to Determine Appropriate Fee. Each Business May Vary.