

Service Plans	GOLD PLAN	SILVER PLAN	USER SUPPORT	SURVEILLANCE INFRASTRUCTURE	SUPPORT INFRASTRUCTURE	MONITORING & ESCALATION
<u>Users and workstations</u>						
Workstation monitoring	●	●	●	●	●	●
Workstation management	●	●	●			
Patch management Microsoft, Java, Adobe, etc.	●	●	●			
Antivirus alert management and escalation	●	●	●			●
Antivirus software included	●	●	●			●
User Support Center	●	●	●			
Workstation Health Report	●	●	●			●
Mobile device management	●	●	●			
<u>Networking</u>						
Network monitoring	●	●	●	●	●	●
Filtering alerts and escalations	●	●	●	●	●	●
Firewall management	●	●	●	●	●	
Internet access monitoring	●	●	●	●	●	
Network management - workstations	●	●	●			
Network management - server	●	●			●	
Site-to-site network monitoring and management	●	●		●	●	
Managing public DNSs	●				●	
Hosting public DNSs	●				●	
VPN user management	●					
Website/web application monitoring	●			●	●	
SSL certificate management	●				●	
<u>Server infrastructure</u>						
Network monitoring	●	●	●	●	●	●
Filtering alerts and escalations	●	●	●	●	●	●
SAN/VMware/cloud resource management	●	●			●	
Linux server management (physical or VM)	●	●			●	
Windows server management (physical or vm)	●	●			●	
Microsoft patch management (auto deployment)	●	●			●	
Antivirus management	●	●			●	
Antivirus software included	●	●			●	
Management of backups and archives	●	●			●	
Server Health Report	●	●		●	●	
<u>Service management</u>						
Active directory	●				●	
File servers	●				●	
Print servers	●				●	
Terminal servers	●				●	
Email servers and antispam	●				●	
<u>Cloud service management</u>						
Office 365 (Messaging Teams)	●					
<u>IT management</u>						
Virtual CIO	●	●			●	
Points of contact with manufacturers	●	●				
Management of hardware assets, software and support contracts	●					
Material inventory report	●					
Software inventory report	●					
Disk space report	●					

