Service plans	Monitoring & escalation	User support	Infrastructure security	Silver plan	Infrastructure monitoring	Gold plan
Users and workstations						
Workstation monitoring	☑	☑		☑		☑
Workstation management		☑		☑		☑
Patch management for Microsoft, Javava, Adobe, etc.		☑		☑		☑
Antivirus management	☑	☑		☑		☑
Antivirus software included	☑	☑		☑		☑
User support included		☑		☑		☑
Workstation health reports	☑	☑		☑		☑
Mobile device management		☑		☑		☑
Networking						
Network monitoring	☑	☑	☑	☑	☑	☑
Alert and escalation filtering	☑	☑	☑	☑	☑	☑
Firewall management		☑	☑	☑	☑	☑
Internet access monitoring		☑	☑	☑	☑	☑
Network workstation management		☑		☑		☑
Network server management			☑	☑		☑
Site to site network monitoring and management			☑	☑	☑	☑
Public DSN management			☑			☑
Public DSN hosting			☑			☑
VPN user management					☑	☑
Website / web application monitoring			☑			☑
SSL certificate management			☑			☑
Infrastructure server						
Network monitoring	☑	☑	☑	☑	☑	☑
Alert and escalation filtering	☑	☑	☑	☑	☑	☑
Resource managements for SAN / Vmware / Cloud			☑	☑		☑
Linux server management (Physical or VM)			☑	☑		☑

Windows server management (Physical or VM)			☑	☑		☑
Microsoft patch management (automatic deployment)			☑	☑		☑
Antivirus management			☑	☑		☑
Antivirus software included			☑	☑		☑
Back up and archiving management			☑	☑		☑
Server health reports			☑	☑	☑	☑
Service management						
Active directory			☑			☑
File servers			☑			☑
Printing servers			☑			☑
Terminal servers			☑			☑
SQL servers			☑			☑
Messaging and Antispam servers			☑			☑
Cloud services managements						
Office 365 (Messaging Team)						☑
IT management						
Virtual CIO			☑	☑		☑
Points of contact with manufacturers				☑		☑
Management of hardware and software assets and support contracts						☑
Material inventory report						☑
Software inventory report						☑
Disk space report						☑