

Service plans	Monitoring & escalation	User support	Infra 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 DNS management						
Public DNS 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 management						
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						