present

Service Plans

Service Plans	GOLD PLAN	SILVER PLAN	USER SUPPORT	SURVEILLANCE INFRASTRUCTURE	SUPPORT INFRASTRUCTURE	MONITORING & ESCALATION
Users and workstations						
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	🟤	⚪	🔵			
Networking						
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	🟤				⚫	
Server infrastructure						
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	🟤	⚪		🔴	⚫	
Service management						
Active directory	🟤				⚫	
File servers	🟤				⚫	
Print servers	🟤				⚫	
Terminal servers	🟤				⚫	
SQL Servers	🟤				⚫	
Email servers and antispam	🟤				⚫	
Cloud service management						
Office 365 (Messaging Teams)	🟤					
IT management						
Virtual CIO	🟤	⚪			⚫	
Points of contact with manufacturers	🟤	⚪				
Management of hardware assets, software and support contracts	🟤					
Material inventory report	🟤					
Software inventory report	🟤					
Disk space report	🟤					