



360° Comparison Chart

Description	No Plan	90 Degrees (***) (Monitor)	180 Degrees (***) (Updates)	360 Degrees (***) (Maintenance)
Monthly Cost	N/A	\$25 / PC \$105 / Server	\$35 / PC \$250 / Server	\$65 / PC \$350 / Server
Hourly On Site Rate	\$165	\$150	\$140	\$130/Projects
Emergency Response Fee 1 hr min; after hours & weekends, 2hr min.	\$225	\$215	\$195	\$0
Phone and Remote Support Sessions	\$40 per 15 min.	\$30 per 15 min.	2 hrs/mo included, then \$20 / 15 min.	Included
24-7 Remote Monitoring <ul style="list-style-type: none"> Server stability and performance Notification of unusual events Daily back up monitoring 	<i>NOT Inc.</i>	Included	Included	Included
Executive Summary Monthly Report	<i>NOT Inc.</i>	Included	Included	Included
Virus Definition Update Monitoring	<i>NOT Inc.</i>	Included	Included	Included
Audit of managed equipment	<i>NOT Inc.</i>	Included	Included	Included
Unlimited remote patch management	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Software license tracking	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Secondary virus scan	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Daily, weekly and monthly maintenance	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>Not Inc.</i>	Included
Adding and removing users	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>Not Inc.</i>	Included
Remote Help Service	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>Not Inc.</i>	Included
Virus/Malware REMOVAL and cleaning	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Security Monitoring	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Firewall Hardware (1 Location - Subscription Not Included)	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
Internet Content Filtering	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
Internet connection Virus/Malware Scan	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
IPSEC VPN	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
Monthly Internet Usage and Traffic Reporting	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
Internet Intrusion Detection	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>
100% No-Hassle Guarantee	Included	Included	Included	Included

ALL PLANS Labor only; all hardware and software costs will be additional.

Network Upgrades/Special Projects are billed at the plans hourly rate or \$130.00/HR for 360 Plans

** Platinum plan requires Tech5 approved hardware and software
***Cell Phone/Handheld Support \$20.00/Month/Phone

Additional Services Available

- ✓ On-site Backup Services - \$60 per month (Includes hardware)
- ✓ Off-site Backup Services – Starts at \$0.60/GB per month
- ✓ Managed Internet Security - \$100 per month (Hardware included, refresh every 36 Months)

NetAssure Scope

The purpose of this document is to outline Tech5's NetAssure - Managed Services network support program. This service is designed to dramatically reduce or eliminate computer problems in your business while maximizing your network's speed, performance, and stability, without the expense of a full-time IT staff. The NetAssure Support Plan is a proven and proactive service that is designed to increase end user productivity.

Unlike other computer consultants who profit from the failures in your IT environment, our purpose is to prevent computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss.

This program is ideal for business owners who:

Need to have their computer network, e-mail, database, and Internet access up and running when they are ready to work.

Value the security of their data, and want to do everything possible to prevent loss, corruption or theft.

Want to maximize the speed, availability, and performance of their network.

Hate dealing with vendors about computer and application problems.

Don't have the time or knowledgeable staff to deal with computer network maintenance.

Initial Network Review:

A senior engineer will come on-site to create initial network documentation, as well as audit your network for potential problem areas including.

Network security

Data back-ups

Virus protection

Spam filtering

System performance and trends

Overall network design and layout

Network Monitoring and Remote Management:

This 24/7 network monitoring service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items we will monitor and remotely manage include:

Server load and performance metrics

Server and Workstation hardware integrity and reliability
Storage space and availability
Verify & Configure Back-up Routines (Daily back up monitoring)
Desktop Management (disk defragmentation, temporary file deletion, anti-virus updates)
Computer Audit and Discovery
Firewall Monitoring
Virus Definition Updates (for Server and Workstations)
LAN and Windows Event Monitoring/Alerts
Remote Patch Management
PC Remote Control/Remote Support
Network Policy Enforcement
Monthly Executive Summary Reporting

Server Administration:

Tech5 Consulting will be responsible for all server issues that include:
Network Operating System updates and patches
Verify Back-ups for accuracy
Internet Access
User Administration (add/delete/modify user accounts and permissions)

Workstation Administration:

Includes workstation support of end users that include:
Work to develop standard image for workstations as necessary
Maintain standardized software configurations
Maintain standardized network settings
Software Updates as necessary
Hardware driver updates as necessary

Application Support:

Work with vendors, end users and other technical staff to resolve advanced network hardware and software issues.
Provide operational support for Microsoft Office
Assist as necessary with updates of 3rd party software
Provide recommendations on all necessary software changes

IT Support:

Assist client in purchase recommendations
Recommend updates and network planning

Remote Network/Server Administration including Password Resets, Network and E-Mail Account Creation, and Network Printers

Assist in training of end users

Includes installs, moves, adds or changes of workstations and printers (additional servers and workstations added to the network will be automatically added to the contract at the standard NetAssure device cost)

Hardware and Software Licensing Inventory

HelpDesk and On-Site Support

Our NetAssure Managed Services Program will dramatically reduce or eliminate computer problems in your business but Tech5 Consulting will also include prompt Phone Support and On-Site Support for problems that can not be resolved in a timely manner. We will also be available for Emergency Response for urgent issues.

Quarterly On-Site Consultation:

Every three months we will perform an extensive analysis of your network's trends, security, and performance, as well as to review your company's goals and technology issues with you. This quarterly review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.

Service Level Agreement

Tech5 Consulting LLC is committed to providing a best in class support program for our customers to achieve high network availability. The key component of our support contract includes the Service Level Agreement (SLA) which provisions for network and service performance. Should specified metrics fail to be achieved, Tech5 Consulting will credit the customer's account in accordance with the terms and conditions of the SLA.