



Small & Medium Business SERVICE PLANS

FEATURES	Premium	Premium Plus
Network Monitoring		
24 x 7 Monitoring & Alerting	✓	✓
Monthly Device Discovery	✓	✓
Error & Event Log Monitoring	✓	✓
Key Network Device Monitoring	✓	✓
Network Service Monitoring	✓	✓
Internet & WAN Monitoring	✓	✓
Backup Software & Device Monitoring	✓	✓
Security Services		
Network Firewall Monitoring	✓	✓
Vulnerability Scanning	✓	✓
Intrusion Monitoring	✓	✓
Patch Remediation & Maintenance	✓	✓
Managed Antivirus & Antispyware	✓	✓
Internet Security & Content Filtering		✓
Advanced Support Services		
Guaranteed Response Times	✓	✓
Automatic Remediation	✓	✓
Warranty Service Management	✓	✓
Annual Technology Plans	✓	✓
Disaster Recovery Planning	✓	✓
Basic Application Health Monitoring	✓	✓
Active Directory Management		✓
Backup Administration		✓
Firewall/VPN/Router Management		✓
Asset Management		✓
Application Management		
Advanced Performance Monitoring		✓
Maintenance Services		
Server Administration		✓
User Account Administration		✓
Network Device Management		✓
Log File Maintenance		✓
Backup		
Off-Site/Online Backup (5GB)		✓
Reporting & Analysis		
Monthly Summary -- Network, Server, Assets	✓	✓
Alerts - Current & Resolved	✓	✓
Server & Desktop Patch Summary & Detail	✓	✓
Virus & Spyware Summary	✓	✓
Qtrly Executive Status & Recommendations	✓	✓
Vulnerability Summary and Detail		✓
Virtual CIO Services		✓
Alert Remediation		
9 X 5, M-F, 2 hour maximum response time	✓	✓
24 X 7, 2 hour maximum response time		Quoted
OPTIONS - (Fee Based)		
Off-Site/Online Backup	Based on amount of data stored off-site	
SPAM Filtering Subscription	Based on number of users and domains	
Email Archival Subscription	Based on number of users and domains	
Internet Security & Content Filtering	Based on number of users and Internet Speed	