

Managed Services Comparison

Description	Basic	Standard	Premium
Managed IT			
Full Service Helpdesk			
24x7 Support	✓	✓	✓
Emergency Response	✓	✓	✓
Unlimited On-site Support	✓	✓	✓
Support Ticketing Solution	✓	✓	✓
Asset Inventory	✓	✓	✓
Operating System Patching	✓	✓	✓
Third Party Patching (Critical)	✓	✓	✓
Vendor Management	✓	✓	✓
VoIP Management	✓	✓	✓
Client Success Program			
Alignment Engineering & Assessment	✓	✓	✓
Strategic Planning & Guidance	✓	✓	✓

Description	Basic	Standard	Premium
Managed Server			
Single Loaner Emergency Servers	✓	✓	✓
Managed Office / Network			
24x7 Network Operations Center (NOC)	✓	✓	✓
Infrastructure Monitoring	✓	✓	✓
Equipment Recycling	Quoted	Quoted	Quoted
Managed User			
Managed User - Email only (no workstation)	Quoted	Quoted	Quoted
Managed Security			
Managed Security Program			
End Point Protection	✓	✓	✓
24/7 Server Uptime Test	✓	✓	✓
24x7 Security Operations Center (SOC)	✗	✓	✓
Threat Intelligence	✗	✓	✓
Threat Hunting	✗	✓	✓
Intrusion Detection	✗	✓	✓
Incident Response	✗	✓	✓

Description	Basic	Standard	Premium
Support for Forensics Company	Quoted	Quoted	Quoted
Virtual CISO			
Virtual CISO	X	X	✓
Cybersecurity			
Multi-Factor Authentication (MFA) software & labor for 365	✓	✓	✓
Email Anti-Spoofing	✓	✓	✓
Malicious Web Filtering / DNS Security	✓	✓	✓
End-Point Detection & Response	✓	✓	✓
Managed Detection & Response Cloud	✓	✓	✓
Managed Detection & Response Network	X	✓	✓
Dark Web Monitoring	X	✓	✓
Phishing Simulations	X	✓	✓
Security Awareness Training Program	X	✓	✓
Vulnerability Scanning (Internal & External)	X	X	✓
Cybersecurity Insurance Evaluation	X	X	✓
Threat Isolation & Containment			
SIEM (Log collection & 1 YR Retention)	X	X	✓

Description	Basic	Standard	Premium
Web Applications Single Sign On and MFA	X	X	✓
Application Whitelisting	Quoted	Quoted	Quoted
Privileged Access Management (PAM)	Quoted	Quoted	Quoted
Managed Cloud & Infrastructure			
Email, SharePoint, & Office (Premium)			
Email Spam Filtering & Sandboxing	Quoted	Quoted	Quoted
Email Office 365 Backup	Quoted	Quoted	Quoted
Email Data Loss Prevention (DLP)	Quoted	Quoted	Quoted
Email Encryption Platform (end to end)	Quoted	Quoted	Quoted
Data Backup / Disaster Recovery			
Offsite Cloud Storage	✓	✓	✓
Onsite Server Virtualization	✓	✓	✓
BDR Testing & Validation	✓	✓	✓
BDR Hardware Included	✓	✓	✓
Offsite Workstation Backup	Quoted	Quoted	Quoted
Cloud Virtual Server			
Cloud Storage	Quoted	Quoted	Quoted
Cloud Network/Bandwidth	Quoted	Quoted	Quoted

