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We utilize an array of specialized technical, compliance and security experts gracefully packaged in a Comprehensive Business Solution for your organization. Our plans are customized according to your business needs and desired risk acceptance level - designed to either co-manage or fully manage your network, security & IT compliance program.

Plan Descriptions MIS Coverage & Options	No Plan	ES Essentials	HD Modern	HD Hi-Secure
	No Minimum	10 User Minimum	10 User Minimum	15 User Minimum
		Essential Care + Maintenance + Foundational Security	ES Essentials + Unlimited Help Desk + Foundational Security	HD Modern + Advanced Cybersecurity
All Hours - 24/7 Remote Helpdesk Support (Tier 1)	Not Available	n/a	Included	Included
Business Hours - Consulting/Projects & Support Remote Monday – Friday, 9:00A – 5:00P	\$185 / hr 2-Hour Min.	\$160/ hr 1-Hour Min.	\$160/ hr 1-Hour Min.	\$160/ hr 1-Hour Min.
Business Hours - Consulting/Projects & Support Onsite Monday – Friday, 9:00A – 5:00P	\$215/hr 2-Hour Min.	\$190/hr 2-Hour Min.	\$190/hr 1-Hour Min.	\$190/hr 1-Hour Min.
Non Business Hours - Emergency / Holidays Remote Monday – Friday, 5:01P - 10:00P Saturday – Sunday, 9:00A – 4:00P	Not Available	\$235 Per Hour 2 -Hour Min. Remote	Included 24/7/365	Included 24/7/365
Non Business Hours - Emergency / Holidays Onsite Monday – Friday, 5:01P - 9:00P Saturday – Sunday, 9:00A – 4:00P	Not Available	\$295 Per Hour 2-Hour Min.	\$265 Per Hour 2-Hour Min	\$265 Per Hour 2-Hour Min
Guaranteed Response Time - Remote (Phone & Chat)	N/A	< 72 Hours	< 60 Minutes	< 30 Minutes
Guaranteed Response Time - Onsite	N/A	As Available	< 36 Hours	< 24 Hours
Proactive Maintenance & Monitoring Windows - Mac - Linux				
24/7 NOC - Remote Server Monitoring & Trouble Remediation Automatic Problem Escalation & Resolution Server Stability and Performance Notification of Unusual Events and Threats 20 Minute Remote Response SLA on critical issues Performance Monitoring & Remediation	N/A	Included	Included	Included
Server & Desktop Maintenance + Health Checks	N/A	Included	Included	Included
Network Device Monitoring & Uptime Detection (requires server)	N/A	Included	Included	Included
Microsoft O365 Tenant + Google Workspace Monitoring	N/A	Included	Included	Included
Microsoft O/S Patch Management - Whitelisting & Tested	N/A	Included	Included	Included
Mac/Apple O/S Patch Management	N/A	Included	Included	Included
Domain, Network and Backup Services				
BDR Hardware & Backup Monitoring + Trouble Remediation	N/A	Included	Included	Included
Firewall Monitoring & Management (primary site)	N/A	Included	Included	Included
Remote Access & Licensing via ConnectWise Control	N/A	Included	Included	Included
File and Server Restores From BDR Backup	N/A	T&M	Included	Included
DNS, SPF, DKIM, DMARC & Domain Registration Management	N/A	T&M	Included	Included
Training & Knowledge Base				
Employee Cyber Security Awareness Training	N/A	Included	Included	Included
Integrated Knowledge Base - Customizable by client as needed	N/A	Included	Included	Included
On-Demand End User Video Training Courses (Over 200)	N/A	Included	Included	Included
Virtual CIO And Consulting Services				
Executive Summary Monthly Report	N/A	Included	Included	Included
Business Strategy Meetings - Semi-Annual	N/A	Annual	Semi-Annual	Semi-Annual
Creation of AUP (Acceptable Use Policy)	N/A	T&M	Included	Included
IT Budget Planning + Project Calendar	N/A	T&M	Included	Included
Network Documentation	N/A	T&M	Included	Included
Vendor Liaison*	N/A	T&M	Included	Included
Written Disaster Recovery Plan	N/A	N/A	Optional	Optional

Cybersecurity

BASIC SECURITY

DNS Protection & Web Browser Filtering + Protection	N/A	Included	Included	Included
EDR + NGAV Protection - includes Memory Threats & AI	N/A	Included	Included	Included
Next Gen Cloud Firewall & IPS Protection (SASE) - any location	N/A	Included	Included	Included
24/7 SOC MXDR + Threat Hunting	N/A	Optional	Included	Included
Email Security & Spam Filtering (Incoming)	N/A	Optional	Optional	Included
Email Security & Compliance (Outgoing)	N/A	Optional	Optional	Included
Email Encryption (Password-less + Customized Portal)	N/A	Optional	Optional	Included
Penetration Testing	T&M	Optional	Optional	Included

ADVANCED SECURITY

AI (Artificial Intelligence) Immune System	N/A	Included	Included	Included
Central Threat Detection & Tools Management	N/A	Included	Included	Included
Employee Simulated Phishing & Threat Testing	N/A	Included	Included	Included
SIEM Logging Included (upgrades available)	N/A	30 Days	30 Days	90 Days
Multi-Engine Cloud Scanning by 15+ AV & Malware engines	N/A	Included	Included	Included
Real-Time User Behavioral Monitoring & Analysis	N/A	Included	Included	Included
Disk Encryption Enforcement (requires Azure / Intune)	N/A	Optional	Optional	Included
Enterprise Data Loss Prevention (requires Azure / Intune)	N/A	Optional	Optional	Included
Lan ZeroTrust	N/A	Optional	Optional	Included
Private Tunnel (Cloud VPN Replacement)	T&M	Optional	Optional	Included
Vulnerability Scanning	T&M	Optional	Optional	Included
SaaS Monitoring & Alerting (M365, Google, Salesforce)	T&M	Optional	Optional	Included

Business Risk Reduction

Dark Web Monitoring	T&M	Included	Included	Included
Website Content Filtering & Category Blocking	N/A	Included	Included	Included
Credential Management System	N/A	Optional	Optional	Included
GRC - Governance, Risk & Compliance	N/A	N/A	Optional	Included
MDM - Mobile Device Mgmt. (requires Intune / IBM MaaS 360)	N/A	Optional	Optional	Included
Multi Factor Authentication	N/A	Optional	Included	Included
Ransomware Rollback Protection	N/A	N/A	Optional	Included

Technical Services

User Accounts - Add/Remove, Profiles, Mailboxes, Support	T&M	T&M	Included	Included
User Management - Password Resets, Permissions, Changes	T&M	T&M	Included	Included
Printer & Scanner Remote Support	T&M	T&M	Included	Included
VoIP Phone System Support (BC partner VoIP services)	T&M	T&M	Included	Included
Software Installation & Patches (minor)	T&M	T&M	Included	Included
Software Upgrades & Migrations (version changes)	T&M	T&M	T&M	T&M
Installation Of New Hardware*	T&M	T&M	T&M	T&M
Recycling/Data Destruction and Proper Equipment Disposal	T&M	T&M	T&M	Included

Additional Services

Cyber Insurance	N/A	N/A	Discounted	Discounted
HIPAA Compliance	N/A	Optional	Discounted	Discounted
FINRA Compliance	N/A	Optional	Discounted	Discounted
PCI Compliance	N/A	Optional	Discounted	Discounted
Network Compliance Audit Scan - PCI or HIPPA	T&M	Optional	Discounted	Discounted
Managed Office 365 (Exchange, Azure, Compliance, EndPoint)	N/A	Optional	Optional	Optional
Managed Office 365 Backup	T&M	Optional	Optional	Optional
SaaS Backup & Archiving (M365, Google & Quickbooks Online)	N/A	Optional	Optional	Optional
Virtual Compliance Officer	N/A	N/A	Discounted	Discounted
Off-site Backup (Cloud) Storage Management	N/A	Includes X TB Then \$X/TB/Month	Includes X TB Then \$X/TB/Month	Includes X TB Then \$X/TB/Month