



2015 Monthly Managed Services Plans

MSP Plan Type	None \$0/User* \$0/Server	Basic \$10/User* \$50/Server	Pro \$40/User* \$175/Server	Premium \$80/User* \$350/Server
<b>Technical Support</b>				
24/7/365 Monitoring (Servers & Workstations)			✓	✓
Unlimited Remote Control & Phone Support			✓	✓
Limited Remote Control & Phone Support (billable)		✓		
Unlimited On-Site Support Standard Business Hours				✓
Emergency After Hours Support 24/7/365				✓
Hourly Integration Fees (outside scope of contract)	\$100	\$100	\$100	\$100
<b>Maintenance</b>				
Microsoft Patch Management			✓	✓
Event Log Monitoring			✓	✓
Log File Maintenance			✓	✓
Drive Space Monitoring			✓	✓
Asset Management			✓	✓
License Management			✓	✓
Quarterly On-Site Maintenance			✓	✓
<b>Security</b>				
Managed Antivirus – Desktop & Server Levels			✓	✓
Cloud-Based Virus and Spam Filtering Service			✓	✓
User Account Administration			✓	✓
Security Administration				✓

\*A maximum of 3 Windows-based computers covered per user at this time. **Smartphones and tablets not included – support of mobile devices must be onsite and billable.** (Remote Mac OS support coming 2015 Q3.)

## Frequently Asked Questions

### What are managed services?

Resolute IT began as pleasantbay.NET and has been in the IT industry since December 2000. Over that time, we have put together a long list of best practices for service and support of the small business network. By performing these services proactively, and in real-time, we are effectively able to minimize downtime by a staggering 97% or better, allowing your company to be more productive and more profitable. We perform these services with a combination of best-in-class staffing and a bundle of software and hardware tools previously only available to Fortune 500 companies. With the confidence in our practice, we are able to offer a true fixed-fee IT approach to managing your network, giving you a predictable IT expense and working as a part of your team to add value to your bottom line. Our clients are leaders in their industries and want the competitive advantage offered by a full-time IT staff at the fraction of the cost of just a single employee.

This approach allows you to focus on your business... And NOT on your IT systems.

### How long does it take to deploy your service offering?

We can sometimes deploy our managed services schedule within 2 weeks. Depending on the current condition of your network, we may have to bring the network up to an acceptable standard in order to initiate our offerings.

### How is my data secured?

We have a very strict policy with respect to client passwords and network security. This begins with a thorough background check of each one of our independent partners or employees prior to service. We also have a contractual obligation with non-disclosure and non-compete clauses. In order for us to fully support your systems, we do need administrative rights to your data, which inherently provides some risk, however all remote access is fully encrypted via 128-bit standard encryption and can be accessed only via our portal servers so that we can grant/deny access as necessary.

### What is the difference between support and other billable offerings?

The term "support" in our service agreements refers to the ongoing service and maintenance of the existing infrastructure and software, and applies to all related service. This includes all Help Desk and general support requests. Support does not cover hardware setup or configuration, although replacement would be protected under a manufacturer's warranty.

Integration work is billable on all plans and is applicable to any NEW service (i.e. new workstation installation, major software upgrade, new software installation, office move, etc.). Integration work may also include acting as your ISP liaison, project management, CTO services (higher-level consulting), and purchasing support unless otherwise covered within your chosen 2013 Managed Services Plan, such as the Premium Plan with Unlimited Support.

### How am I alerted to after-hours problems?

We have a separate form as to how (or if) you wish to be alerted to any major after-hours issues. At your discretion, we can maintain a door key, fob, keycard or security code to access your premises and servers. These keys and codes are managed by our service manager and are fully accounted for and released on an as-needed basis for emergencies only.

**Service Level Agreement**

**Scope**

Unlimited Remote Control & Phone Support as designated in the Pro and Premium plan on Page 1 is provided through Resolute IT’s Help Desk. This support team is committed to delivering the highest quality customer service and support to Resolute IT’s most demanding clients. This service level agreement is subject to modifications due to changes in technology services and specific support needs.

**Hours of Operation**

8am – 5pm EST Monday through Friday (no holiday service)

Most scheduled maintenance (Patch Management) actions under the Pro and Premium plans will be performed after-hours on a remote and automated basis, and will not be subject to any additional charges or fees.

Emergency and after-hours service is available 24/7/365 with a two-hour minimum at \$200 per hour, although exempt under the Premium plan.

**Requesting Assistance/Service**

Help Desk services can be accessed in the following ways:

- Phone: Call the Help Desk at 941-870-3235
- Email: Send an email to [support@resolute-it.com](mailto:support@resolute-it.com)

**Setting Priority Levels for Request**

The Help Desk will make every effort to resolve the issue at the time of the service call or at the time we receive automated notice of a problem. The Help Desk will immediately assign a priority to each request based on the definitions below. Requests will be handled according to the priority assigned to them:

Priority	Description	Response Time
Critical	A problem that affects the entire client site or a group of users and has immediate urgency	30 minutes
High	Problems with no known workaround that affect productivity, but do not cause downtime	4 hours
Medium	A general service request or problem with a workaround solution available	24 hours
Low	A service request that does not require immediate resolution or requires long range planning that will be forwarded to our NOC for resolution	72 hours

**Third Party Software**

All third-party software and hardware must be properly licensed and under a current maintenance agreement with the vendor; all systems will be supported on a best effort basis in cooperation with the vendor.