

SERVICE PLAN COMPARISON CHART

What We Provide	Monitoring	Unlimited Remote	All Inclusive
Hourly On Site Rate	Priced per hour	Priced per hour	Covered if TMG initiated
Emergency Response Fee	Priced per hour	Priced per hour	Included
Emergency Response Time	3 hours	1 hour	1 hour or less guaranteed
On-site scheduling of technician	2-3 days	Next Day	Same day
Phone and Remote Support Sessions	Priced per hour	Included	Included
24-7 Remote Monitoring <ul style="list-style-type: none"> • Server stability and performance • Notification of unusual events • Back-up, switches & firewall 	Included	Included	Included
Executive Summary Monthly Report	Included	Included	Included
Centrally Managed Anti-Virus	Included	Included	Included
Remote Patch Management	Included	Included	Included
Online custom client portal	Included	Included	Included
Centrally Managed (DNS) Website Filtering	Included	Included	Included
Creation of AUP (acceptable user policy)	X	Included	Included
Remote Network Management	X	Included	Included
Spyware monitoring and removal	X	Included	Included
Adding and removing users	X	Included	Included
Installation of new hardware and software*	X	X	Included
Designated Network Admin	X	X	Included
Designated Virtual CIO	X	X	Included
Premium Office 365 Subscription	X	X	Included
Cyber Security Training	X	X	Included
Website Hosting	X	X	Included
DNS Hosting/Management	X	X	Included
Domain Management	X	X	Included
Loaner PC/Server	X	X	Included
Vendor liaison*	X	X	Included
Project hours	X	X	Included**

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

** 4 hours or less Included in "All Inclusive" plan. Larger project work is not included in our plans and is negotiated on a paper quote basis



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