

	No Plan	PCP	PCPE
Proactive Monitoring			
24/7 Network Monitoring	✗	✓	✓
Server Alert Notification and Escalation	✗	✓	✓
Disk Health Monitoring	✗	✓	✓
Security Patch Management and Deployment	✗	✓	✓
Availability Status and Notification	✗	✓	✓
Warranty and Licensing Monitoring	✗	✓	✓
Domain Name Monitoring	✗	✓	✓
LogMeIn License for Remote Access	✗	✓	✓
Desktop Spyware Protection	✗	✓	✓
Server Performance Trending	✗	✓	✓
Asset Inventory and Reporting	✗	✓	✓
Backup Monitoring	✗	✓	✓
Client Portal	✗	✓	✓
Business Consulting			
Monthly Network Health Reporting	✗	✓	✓
Annual Technology Plan (Business Needs Assessment)	✗	✓	✓
Advanced Security Features			
MX Logic - Anti SPAM and Active Message Continuity	✗	Additinal Cst	✓
Network-wide Antivirus Protecting	✗	Additinal Cst	✓
Security and Vulnerability Analysis Scanning	✗	Additinal Cst	✓
Email Flow Monitoring	✗	Additinal Cst	✓
Support			
Remote Support (Business Hours: M-F 8:30am - 5:30pm EST)	T&M	T&M	✓
Onsite Support (Business Hours: M-F 8:30am - 5:30pm EST)	T&M	T&M	✓
Onsite Support (After Hours: 5:30pm - 8:30am EST)	T&M	T&M	T&M
Same-day Guaranteed Response n Critical Issues	No Guarantee	8 Hour SLA	4 Hour SLA
Discount n base rates for T&M work performed outside PCP Coverage	✗	✗	✓
Implementation* (Projects)	T&M r Fixed Fee	T&M r Fixed Fee	T&M r Fixed Fee