



Service Matrix



PC Solution

	BASIC	PROFESSIONAL	PREMIUM
DESIGN & PROCURE			
Discovery	+	+	+
Design	+	+	+
System Imaging		+	+
Procurement	+	+	+
Data Migration			+
Configuration	+	+	+
Testing	+	+	+
Implementation	+	+	+
MANAGE & MONITOR			
PC Monitoring & Optimization	+	+	+
PC Software Distribution			+
PC Virus Protection	+	+	+
PC Spyware Protection	+	+	+
PC Security Suite & Firewall	+	+	+
PC Patch Management	+	+	+
Antivirus & Antispyware Updates	+	+	+
Virus Detection & Removal			+
Spyware Detection & Removal			+
Email management		+	+
New User Additions	+	+	+
Asset /Inventory Reporting		+	+
SUPPORT			
Help Desk Support (8am – 5pm M–F)	+	+	+
Help Desk Support (24/7 – 365)			+
Phone Support	+	+	+
Email Support	+	+	+
DISPOSE			
Data Removal			+
Dispose			+



Service Matrix



Server Solution

BASIC

PROFESSIONAL

PREMIUM

DESIGN & PROCURE

Discovery	+	+	+
Design	+	+	+
System Imaging		+	+
Procurement	+	+	+
Data Migration	+	+	+
Configuration	+	+	+
Testing	+	+	+
Implementation	+	+	+

MANAGE & MONITOR

Server Monitoring & Optimization	+	+	+
Server Administration	+	+	+
Server Virus Protection	+	+	+
Server Patch Management	+	+	+
Server Domain Management		+	+
Server Spyware Protection	+	+	+
Server Security Suite & Firewall	+	+	+
Antivirus & Antispyware Updates	+	+	+
Virus Detection & Removal			+
Spyware Detection & Removal			+
Server Backup Monitoring		+	+
Server Print & File Sharing		+	+
Server Software Distribution			+

SUPPORT

Help Desk Support (8am – 5pm M–F)	+	+	+
Help Desk Support (24/7 – 365)			+
Phone Support	+	+	+
Email Support	+	+	+

DISPOSE

Data Removal			+
Dispose			+





Service Matrix



Network Solution

BASIC

PROFESSIONAL

PREMIUM

DESIGN & PROCURE

Discovery	+	+	+
Design	+	+	+
Procurement	+	+	+
Configuration & Backup	+	+	+
Testing	+	+	+
Implementation	+	+	+

MANAGE & MONITOR

Network Monitoring	+	+	+
DNS Management		+	+
Vulnerability Monitoring		+	+
Firewall VPN Management			+
Network based Virus Protection		+	+
Network based Spam Filtering		+	+
Internet Content Filtering			+

SUPPORT

Help Desk Support (8am – 5pm M-F)	+	+	+
Help Desk Support (24/7 – 365)			+
Phone Support	+	+	+
Email Support	+	+	+





Service Matrix

Optional Services

⊕ Optional Services

⊕ Virtualization

⊕ Online Backup & Restore Basic

⊕ Online Backup & Restore Premium

⊕ Hosted Exchange Server

⊕ Hosted SharePoint

⊕ Disaster Recovery

⊕ Web Design & Development

⊕ Data Services
