

## MANAGED SERVICES OPTIONS

JDINET SERVICE LEVEL DEFINITIONS		Base "I'll call when I want IT"	Essentials "I want IT protection"	Standard "I want IT handled"	Enterprise "I don't want to think about IT"
RESPONSE	Regular Business Hours Response 8 AM – 5 PM	As Available	Included	Included	Included
	Guaranteed Call Back	Next Day	4 Hours	2 Hours	1 Hour
	Remote Schedule a Technician	As Available	8 Hours	4 Hours	2 Hour
	On-site Schedule a Technician	As Available	16 Hours	8 Hours	4 Hours
DESKTOP/SERVER SUPPORT	Remote Support Software	Included	Included	Included	Included
	Remote Monitoring and Management Software	Not Available	Included	Included	Included
	Computer Firmware, OS, and O365 Updates	Hourly	Included	Included	Included
	SentinelOne EDR Software & Activation	\$5/User/mo	Included	Included	Included
	Desktop and Server Cloud Backups	\$20/TB/mo	\$20/TB/mo	1 TB	1 TB
	Assigned Level 3 Engineer	Not Available	Not Available	Included	Included
	Service/Break/Fix Services (Excludes Hardware Cost)	Hourly	Hourly	Hourly	Included
	Disaster Recovery/Technology	Hourly	Hourly	Hourly	Included
	Emergency Support Response	Emergency Rate	Emergency Rate	Emergency Rate	Emergency Rate
NETWORK SECURITY	Firewall Hardware & Standard Security Software	Available	Included	Included	Included
	Firewall Firmware/Software Updates	Hourly	Included	Included	Included
	VPN User Management	Hourly	Hourly	Included	Included
	Firewall Alert Logging and Review	Hourly	Hourly	Included	Included
	Firewall Hardware & Advanced Security Software	Not Available	Not Available	Not Available	Included
	FaaS (Firewall as a Service) - Leased Hardware, Choice of Security Software, and MSA Level Servicing	Available	Available	Available	Available
CLOUD BACKUPS	Included Storage Size	Available	Available	1 TB	1 TB
	Backup Snapshots Per Day	Available	Available	1	12
	Retention Days	Available	Available	60	90
	Monthly Archiving	Available	Available	Last Year	Last 3 Years
	Basic Restore Testing	Available	Available	Annually	Quarterly
	Complete Restore Testing (Customer Provided HW)	Available	Available	Available	Available
	Data Recovery/Restoration	Emergency Rate	Emergency Rate	Emergency Rate	Standard Rate