



Managed IT Services

Toll Free: 1.888.581.1117; Fax: 1.888.581.1117; Email: support@synditech.com; URL: www.synditech.com

Network Services Plans:	Silver	Gold	Platinum
Support			
Phone and Remote Control Support (8am-5pm M-F PST)	Y	Y	Y
Service Availability Monitoring	Y	Y	Y
Emergency After-Hours Support	N	N	Y
On-Site Support ²	Y	Y	Y
Management			
Network Monitoring	Y	Y	Y
DNS Management	N	Y	Y
Vulnerability Monitoring	N	Y	Y
Managed Secure Wireless Access Point	N	N	Y
Router Management ¹	N	Y	Y
Switch Management ¹	N	Y	Y
IP Communication Management ¹	N	N	Y
Protection			
Firewall VPN Management	Y	Y	Y
Network-Based Virus Protection	N	Y	Y
Network-Based SPAM Filtering	N	Y	Y
Spyware Protection and Removal	N	Y	Y
Internet Content Filtering and Reporting	Y	Y	Y
E-mail Antivirus and Spam Control	N	Y	Y
Monthly Fee:	\$199 / Site*	\$299 / Site*	\$399 / Site*

¹ Dependent on customer hardware

Y = Available/Provided; N = Not Available

² Project work not included

* Prices are negotiable and the plans above are flexible, based on customer needs and contract length