



Managed IT Services

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

Server Mgmt. & Network Administration Plans:	Silver	Gold	Platinum
Support			
Phone and Remote Control Support	Y ¹	Y ¹	Y ¹
Service Availability Monitoring	Y	Y	Y
On-Site Support ²	Y	Y	Y
Maintenance			
Asset Management	Y	Y	Y
Incident Management	Y	Y	Y
Event Log Monitoring	N	N	Y
Drive Space Monitoring	Y	Y	Y
Network Troubleshooting, Upgrades & Repair ⁵	N	N	Y
Data Backup Monitoring	N	N	Y
Security			
Virus Definition and Prevention	Y	Y	Y
User Account Administration	N	Y	Y
Security Administration	Y	Y	Y
Wireless Network Security	N	N	Y
Proactive Patch Management	N	N	Y
Strategic Planning			
Prospective Technology Planning	Y	Y	Y
Data Migration, Recovery & Secure Deletion	N	N	Y
Network Design & Implementation	N	N	Y
Vendor Liaison ⁴	N	N	Y
Monthly Fee:	Call For Pricing*	Call For Pricing*	Call For Pricing*
Server Applications			
Blackberry Enterprise Server ³	Add \$150	Add \$150	Add \$150
MS Exchange Server Mgmt.	Add \$150	Add \$150	Add \$150
MS SQL Management	Add \$150	Add \$150	Add \$150

¹ \$75 / hour charge will apply to all out of scope work

Y = Available/Provided; N = Not Available

² Project work not included. Site Visits will be set per contract.

³ Up to 5 users each. Each additional user @ 29/month thereafter, up to 25 users

⁴ Monitor and source all required hardware from vendors

⁵ Hardware not included