



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 ⁵ Plans: | Silver | Gold | Platinum |
|---|------------------------|------------------------|------------------------|
| Support | | | |
| Phone and Remote Control Support (8am-5pm M-F PST) | Y ¹ | Y ¹ | Y ¹ |
| Service Availability Monitoring | Y | Y | Y |
| Emergency After-Hours Support | N | N | Y |
| On-Site Support ² | N | 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 ⁶ | N | Y | Y |
| Data Backup Monitoring | N | Y | Y |
| Security | | | |
| Virus Definition and Prevention | N | 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 | Y | Y |
| Vendor Liaison ⁴ | N | Y | Y |
| Monthly Fee: | \$199 / Server* | \$299 / Server* | \$399 / Server* |
| 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 \$65 / hour charge will apply to all out of scope work

Y = Available/Provided; N = Not Available

² One Site visit per month. 65/hr additional. Project work not included.

³ Up to 10 users each. Each additional user @ 29/month thereafter, up to 25 users

⁴ Monitor and source all required hardware from vendors

⁵ Up to 10 machines (excluding servers) or as per contract

⁶ Hardware not included

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