

Managed Services Matrix

	Essentials Stack	Pro Stack	Prestige Stack
24/7/365 Remote Monitoring Reporting	●	●	●
Quarterly Business Reviews (Virtual Chief Information Officer)	●	●	●
Infrastructure and Device Management	●	●	●
Workstation Patching	●	●	●
Server Patching*	●	●	●
Advanced Endpoint Protection with EDR/XDR and MDR Essentials	●	●	●
Email Filtering/Protection	●	●	●
DNS Filtering	●	●	●
Web Filtering	●	●	●
Phish Threat & Security Training	●	●	●
Automated Network Assessments	●	●	●
Technology Alignment Manager/Centralize Services	●	●	●
Virtual Chief Information Officer	●	●	●
M365 Backup (E-mail, OneDrive, SharePoint, Teams)	●	●	●
Hardware/Software Reports	●	●	●
Timelines/Budget Reports	●	●	●
Remote End User IT and Help Desk Support**	●	●	●
Password Manager	●	●	●
System Information Event Manager (SIEM Essentials)	●	●	●
Advanced Multi-Factor Authentication		●	●
Change Logging (Cloud and On-Premise)		●	●
Dark Web Monitoring		●	●
Device Encryption/Management		●	●
E-Mail Encryption		●	●
Managed Detection and Response (Security Operations Center)		●	●
MDM (Mobile Device Management)		●	●
System Information Event Manager (SIEM Pro- 1 Year Retention)		●	●
Vulnerability Scanning and Reporting		●	●
Annual Penetration Testing			●
Cyber Advocate			●
Cyberhealth Dashboard			●
Cyberhealth Plan			●
Cyber Policy Library			●
Incident Response Plan			●
Cyber Awareness Phish Threat and Security Awareness Training			●
Cyber Alerts			●
Assistance with Cyber Insurance Forms			●
Executives Cyber Security Briefings			●

*"Essentials" agreement includes maintenance and patching of two servers, and "Pro" and "Prestige" includes five. The rate is \$150 per server per month over that.

**Emergency After Hours Support is available with MSP agreement. Rate for Emergency After Hours Support is \$195/hour, minimum two hours outside normal business hours.