Managed services plans

	ServicesTECH	ServicesTECH PLUS	ServicesTECH MAX
Desktops			
Performance Monitoring	✓	✓	✓
Management of the antivirus software	✓	✓	✓
Patches and Upgrades installation	✓	✓	✓
Backups monitoring	$	✓	✓
Automated maintenance	$	✓	✓
Permanent Remote access	✓	✓	✓
Access to the support ticketing system	✓	✓	✓
Servers			
Performance Monitoring	✓	✓	✓
Management of the antivirus software	✓	✓	✓
Patches and Upgrades Installation	✓	✓	✓
Backups monitoring	✓	✓	✓
Backups management	$	✓	✓
Automated maintenance	$	✓	✓
Optimization	$	✓	✓
Maintenance	$	$	✓
Site Management			
Network monitoring	✓	✓	✓
Firmware upgrades of network devices	$	✓	✓
Infrastructure documentation	$	✓	✓
Liaison with other suppliers	$	✓	✓
Management of email accounts	$	✓	✓
IT Assets inventory	$	✓	✓
Remote support and maintenance			
Illimited diagnosis and support	$	✓	✓
Preferred hourly rate		✓	✓
Virus and malware cleanup	$	✓	✓
User account management	$	✓	✓
On-site support and maintenance			
Illimited diagnosis and support	$	$	✓
Preferred hourly rate		✓	✓
Equipment maintenance	$	$	✓
Liaison with other suppliers	$	$	✓
Biannual management meeting	$	$	✓

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