

Feature Comparison Matrix



*One Source.
All your IT needs.*

Features*	Alert	Prevent	Manage	Partner
Guaranteed Response				
Emergency Response	◆	◆	◆	◆
Real Time Help Desk	◆	◆	◆	◆
Service Level Agreement	◆	◆	◆	◆
Staff Extension / Augmentations				
Block Hours	◆	◆	◆	N/A
Unlimited Remote Support			◆	◆
Unlimited Onsite Support				◆
Proactive Management				
Network Core Patch Management		◆	◆	◆
Server Management				
Patch Management		◆	◆	◆
Device Driver Management		◆	◆	◆
Preventative Maintenance Checklist		◆	◆	◆
Microsoft Exchange Management			◆	◆
Microsoft SQL Management			◆	◆
Desktop Management				
Patch Management		◆	◆	◆
Device Driver Management			◆	◆
Preventative Maintenance Checklist		◆	◆	◆
Printer Management				
Onsite Printer Maintenance				◆
Proactive Monitoring				
Network Core Availability and Alert Monitoring	◆	◆	◆	◆
Server Availability, Alert and Performance Monitoring	◆	◆	◆	◆
Server Application Monitoring (Exchange, SQL, IIS, etc.)		◆	◆	◆
Desktop Availability and Performance Monitoring	◆	◆	◆	◆
Printer Monitoring and Queue Management	◆	◆	◆	◆
Reporting	◆	◆	◆	◆
Data Security & Availability				
Network Security				
Firewall Monitoring & Management	◆	◆	◆	◆
Network Vulnerability Scans & IDS Monitoring			◆	◆
Security Policy Creation & Enforcement			◆	◆
Anti-Virus Monitoring & Management	◆	◆	◆	◆
Tape Backup Monitoring & Management	◆	◆	◆	◆
Planning / IT Management Services				
Technology Planning / Review Sessions			◆	◆
Chief Technology Officer Services				◆
Annual Budgeting Services				◆
Asset & Licenses Management			◆	◆
Procurement Assistance			◆	◆
Vendor Management				◆
Hardware-as-a-Service				◆

Supplemental Services

- Trend Micro Network-based Anti-Virus software
- MX Logic E-mail Defense / Anti-SPAM, E-mail Anti-Virus
- MX Logic Web Defense – URL filtering, Web Anti-Virus
- Xerox Printer/Copier rentals starting at \$0.09 per page
- Digisense Online Data Backup
- Training as a Service
- Internet / Carrier Services
- PBX / Telecom Partner Plan solutions
- Disaster Recovery hosted PBX
- Audio-conferencing bridge

Be sure to ask about our managed hardware plans!



PC, Server, and LAN starting at \$35 per user

* See proposal and agreement for full details.



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