



800-270-0016



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MANAGED

# Services Comparison

We offer packages to meet organizational needs of all sizes. All packages come with industry-exceeding standards. From there, you select the upgrades that best meet your needs.



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# ► Our Core Values

## Sweep the Sheds

- Be humble and take responsibility for your own actions and not having any sense of entitlement.
- Don't be too big to master the small jobs.

## Truth

- We value honesty with our clients, partners, and each other.
- We take the time and the care to respectfully have the hard conversations.
- Mistakes happen. Learn from them and be accountable.
- Do what's right, not what's easiest.

## Service

- Make Positive contributions to our clients, our community and to each other
- Communicate



## Family

- Trust, compassion and empathy should guide our interactions
- Have our clients and each other's backs

## Purpose

- Find meaning in everything you do.
- Step up and take the initiative. Overcome challenges and find strategic solutions.
- Value results and deliver difference.

## Inclusion

- Create space for all voices and encourage authenticity.
- Strive for diversity of people, culture and thought.
- Take responsibility and be accountable for positive change.

# ► Guarantees

	Complete Care	Compliance Pro
Information Privacy	✓	✓
3rd Party Cybersecurity Audit To Ensure We Remain Secure	✓	✓
Make Things Right If We Fall Short	✓	✓
Meet Service Level Expectations	✓	✓
100% Satisfaction Guarantee	✓	✓
Service Phone Calls Always Answered By A Tech	✓	✓
Try Us Before You Commit	✓	✓
Never Leave A Service Voicemail	✓	✓
30-Day Money-Back Guarantee	✓	✓

## Support

	Complete Care	Compliance Pro
Remote Support	✓	✓
On-Site Support Monday- Friday, 8:00 a.m. - 6:00 p.m. Local Time	✓	✓
Holiday Support	✓	✓
Emergency Response Time	30 Minutes or Less	30 Minutes or Less

## PROACTIVE ACCOUNT MANAGEMENT

Weekly Cybersecurity And Tech Tips	✓	✓
Payment And Invoice Portal	✓	✓
Self-Service Portal	✓	✓
Monthly Newsletter	✓	✓
Custom Employee Onboarding And Offboarding Forms	✓	✓
Monthly Quality Assurance Touch Base Call	✓	✓
Monthly Executive Summary Report	✓	✓
Real-Time Dashboard	✓	✓
Quarterly Meeting with Compliance Expert		✓

## User Management


	Complete Care	Compliance Pro
Email Spam Filtering	✓	✓
Office 365 User Account Monitoring	✓	✓
Office 365 Or G Suite License Management	✓	✓
Access Permissions Violation Monitoring		✓
Suspicious Information Exposure Of Monitoring Sensitive Information Monitoring	✓	✓
Office 365 Suspected Attacks Monitoring		✓
Mass Data Monitoring Deletion / Download Monitoring		✓
2FA / MFA	✓	✓
Password Management	✓	✓
User Training	✓	✓
Office 365 Or G Suite Backup	✓	✓
Phishing Simulation	✓	✓
On-Demand Training	✓	✓
New User Onboarding and Set Up	✓	✓
User Offboarding & Equipment	✓	✓

# Computer Management

	Complete Care	Compliance Pro
Endpoint Detection & Response	✓	✓
Antivirus	✓	✓
Ransomware Detection	✓	✓
24/7/365 Proactive Management & Alerts	✓	✓
Scheduled Preventative Maintenance	✓	✓
Patch Management	✓	✓
Automatic Escalation & Resolution Alerts	✓	✓
Firmware Updates	✓	✓
Service Auto-Healing	✓	✓
Web Gateway / Content Filtering Security	✓	✓
Remote Support & Fix - Computer Issues	✓	✓
Application Control	✓	✓
M365 Azure / Intune Support	✓	✓
Malware Sandboxing	✓	✓
Computer Disk Encryption Management	✓	✓
Data Loss Prevention	✓	✓
Cyber Attack Remediation	✓	✓
Automated Software Deployment	✓	✓
Installation of New Software	✓	✓
MDR/SOC	✓	✓
SIEM		✓

## Server Management

	Complete Care	Compliance Pro
Endpoint Detection & Response	✓	✓
Antivirus	✓	✓
Ransomware Detection	✓	✓
24/7/365 Proactive Management & Alerts	✓	✓
Scheduled Preventative Maintenance	✓	✓
Patch Management	✓	✓
Automatic Escalation & Resolution Alerts	✓	✓
Firmware Updates	✓	✓
Service Auto-Healing	✓	✓
Server File Backup	✓	✓
Web Gateway / Content Filtering Security	✓	✓
Remote Support & Fix - Server Issues	✓	✓
Application Control	✓	✓
M365 Azure / Intune Support	✓	✓
Malware Sandboxing	✓	✓
Server Disk Encryption Management	✓	✓
Cyber Attack Remediation	✓	✓
Automated Software Deployment	✓	✓
24/7/365 Backup Monitoring, Alert Management	✓	✓
MDR/SOC	✓	✓
SIEM		✓

 <b>Site Management</b>	<b>Complete Care</b>	<b>Compliance Pro</b>
Dark Web Monitoring		✓
Power Management	✓	✓
Network Monitoring And Alerts For All Network Devices And Peripherals*		✓
Network Management	✓	✓
Annual IT Assessment	✓	✓
Managed Firewall With IDS/ IPS	✓	✓
Power Management With UPS	+	+

 <b>True Compliance</b>	<b>Complete Care</b>	<b>Compliance Pro</b>
Governance, Risk And Compliance Center		✓
Written Policies		✓
Plan Of Action And Milestones (POAM)		✓
Network Diagram		✓
Monthly Audit Log Creation		✓
Monthly Audit Log Review		✓
Monthly Compliance Report		✓
Vendor Compliance Management		✓
Disaster Recovery Plan		✓
Disaster Recovery Testing		✓
Data Flow Chart		✓
Network And Security Assessment Reporting		✓

<b>vCISO</b>	<b>Complete Care</b>	<b>Compliance Pro</b>
Vulnerability Scanning		✓
Penetration Testing	+	+
Create Written System Security Plan		✓
Attend Executive Leadership Meeting		✓
Review And Report IT Security Training Results		✓
Attend And Update Board Members (if applicable)		✓
Review And Report Vulnerability Assessment		✓
Review And Report Security Analysis		✓
Review And Report Inventory Data Assets		✓
Review And Report Threat Intelligence Emails		✓
Review And Report Security Deliverables		✓

<b>Managed Mobile Device</b>	<b>Complete Care</b>	<b>Compliance Pro</b>
Tablet and Mobile Device Management (MDM)	+	+
Support And Fix Tablet and Mobile Issues	+	+
Application Control	+	+
All The Time VPN For Tablets and Mobiles	+	+



Is included in the package



Can be added on

# Technology • Security • Compliance



Assessments



Cybersecurity Services



Managed IT Services



Support Services



Consulting IT Services



Training Services



Supply Chain Management



Compliance Services



Networking Services



Subscription Support & Management



Collaboration Services



Building Technology



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