

Service	Bronze	Silver	Gold	Platinum
	Break/Fix, Nothing is Managed	Managed Servers, Backups	Managed Servers, Workstations, Networks, Printers, Antivirus, Detection and Response, Backups, and Disaster Recovery	Managed Servers, Workstations, Networks, Printers, Antivirus, Detection and Response, Backups, and Disaster Recovery
Service Level Agreement Terms	Monday to Friday, 9am to 5pm, no response time target	Monday to Friday, 9am to 5pm, 2 business day response time target	Monday to Friday, 9am to 5pm, 1 business day response time target	7 days a week, 24 hours a day, 4 hour response time target
Server Monitoring and Management - monitor health, performance metrics, and system logs to preemptively identify issues	☐	☒	☒	☒
Server Operating System, Drivers, and Software Updates and Upgrades	☐	☒	☒	☒
Server Performance Tuning - adjust configurations for optimal performance based on usage patterns	☐	☒	☒	☒
Server Technical Support and Help Desk - provide support for server-related issues, assist users with server access, permissions, and application issues related to server functionality	☐	☒	☒	☒
Server Data Backup - implement and manage data backups to prevent data loss	☐	☒	☒	☒
Network Monitoring and Management	☐	☐	☒	☒
Workstation Monitoring and Management	☐	☐	☒	☒
Workstation Operating System, Drivers, and Software Updates and Upgrades	☐	☐	☒	☒
Workstation Technical Support and Help Desk	☐	☐	☒	☒
Workstation Antivirus and Malware Protection	☐	☐	☒	☒
Managed Endpoint Detection and Response by Security Operations Center	☐	☐	☒	☒
Cybersecurity Awareness Training for Users	☐	☐	☒	☒
Neatoware Groupware (Email, Contacts, Calendars, Tasks, Notes) for Users	☐	☐	☒	☒
Virtual CIO Services - strategic planning, cybersecurity oversight, vendor management, data management, IT governance, change management, continuity planning	☐	☐	☒	☒
Disaster Recovery Planning - create and test disaster recovery plans to ensure business continuity in case of server failures or other catastrophic events	☐	☐	☒	☒
4 Hour Response Time	☐	☐	☐	☒
Per Server Per Month		\$499	\$499	\$699
Per Workstation Per Month			\$129	\$199
Per Network Device (Switch, Access Point, etc.) Per Month			\$99	\$149
Per Printer Per Month			\$99	\$149
Each Additional TB of Off-Site Storage Per Month			\$19	\$19
VOIP Phone Extension		\$21	\$19	\$19
Management & Support Hours Included Per Calendar Month	None	2 hours per Server	2 hours per Server and 0.5 hours per Workstation	2 hours per Server and 0.5 hours per Workstation
Business Hours Management, Support, & Project Labor	\$399/hour, 2 hour minimum	\$299/hour, 1 hour minimum	\$199/hour, 1/4 hour minimum	\$199/hour, 1/4 hour minimum
After Hours/Emergency Management, Support, & Project Labor	\$599/hour, 2 hour minimum	\$499/hour, 1 hour minimum	\$399/hour, 1 hour minimum	\$299/hour, 1/4 hour minimum
Annual Technology Roadmap Process	Not Available	\$4,999	\$2,999	\$2,999
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Terms: Prepaid monthly. Subject to certain terms and limitations specified in written agreement. Backup storage requires a Neatoware Backup Appliance and incurs monthly off-site storage fees.