Guardian Plan — What's Included with This Solution

The following services and products are included in the recommended solution:

- 24x7 remote and onsite support for all users, routers, firewalls, switches, ISP, server, and Cloud backup issues
- Live access to helpdesk 7:00 AM – 7:00 PM EST with after-hours on-call support
- Microsoft 365 support*
    - Microsoft Teams, SharePoint, OneDrive, Exchange, and Advanced Threat Protection
    - Identity and Tenant Management
        - MFA, Auditing, DLP, and Increased Microsoft Secure Score Management
    - Microsoft 365 backup Service through a third-party service
- **ITSecure™ Enhanced Security Package,** which includes the following:
    - High-security password policy
    - Firewall lockdown
    - Remote access security
    - Active Directory audits and controls
    - Microsoft Patching
    - Endpoint Detection and response platform (EDR)
    - Cloud-based malware protection
- Automated alert monitoring and notification
- Asset management service with hardware assurance plan providing loaner equipment
- Access to IT Solutions client web portal for ticket creation and management
- Cloud to Cloud Backup Management
- Virtual Chief Information Officer (vCIO) service

Discovery and Documentation

- Comprehensive documentation and inventory of your network
- Onboarding of all equipment and software into the IT Solutions documentation system
- Network standardization based on best practices.
- "Lunch and Learn" onsite orientation session for all staff on the transition to IT Solutions
- Remote management software
- Real-time monitoring agent's setup on all critical devices
- vCIO Assessment and Recommendations Report within 60 days of onboarding

* Please note, that this assumes you are on a Microsoft 365 plan, which includes these technologies in your licensing.

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What's **NOT** Included with This Solution

The following items are **not** included in the recommended solution but are available as billable items on your pre-paid block of time or paid directly to a third party.

Items billed to your pre-paid block or paid directly:

- Support for:
    - Line-of-business applications, beyond making sure they are accessible & serving as a liaison to application provider support resources.
    - User-owned equipment (other than "bring your own device" smartphones/tablets for business uses)
    - End-user abuse issues (multiple spyware and virus infections, etc.)
    - VoIP Phones (However, issues pertaining to network connectivity, such as ISP or local area network performance, <u>are</u> covered under the support plan.)
    - Printer Hardware (However, issues pertaining to network connectivity of printers, or the ability to print from an application <u>are</u> included in the support plan.)
    - Onsite support at non-office locations (i.e., property offices, employees' homes, etc.)
    - Line of business application software costs and maintenance contract costs
    - New equipment, parts, or software installations
        - This includes new employee workstation setups (or computer swaps)
- **Projects** (e.g., new server, firewall, network switch, etc.)
- Offsite Business Continuity & Disaster Recovery
- Application development and software programming services, including Microsoft Office 365 customization/migration (SharePoint, PowerBI, SSO, etc.)
- Additional Domains other than the primary domain for ITSecure Plus services (Dark Web Monitoring and/or Phishing Training and routine Testing)

Our Assumptions

This proposal is based in part on information provided to IT Solutions by the Client. IT Solutions is making the following assumptions based on this information. If these assumptions are incorrect, please alert us immediately. Changes in pricing or terms may result if the assumptions stated here are later found to be incorrect.

- The client has provided an accurate number of users that will require support.
- Per-user pricing includes support for up to 10 servers (including Microsoft 365 as 2 servers). Any future additional servers of more than 10 will require an additional monthly support fee for each.
- Client maintains a current support contract with all of its line-of-business applications for which it owns the license. For any applications for which Client does not maintain a current support contract, Client will be solely responsible for their use and operation.
- Client's routers, firewalls, switches, UPS, and other infrastructure equipment are current and will be sufficient for the new software and network equipment that IT Solutions will install on the network.
- If the Client uses Microsoft 365 for email, it currently subscribes to either Microsoft Defender (Advanced Threat Protection) a la carte or a Microsoft 365 subscription level, including Advanced Threat Detection for email security. If one of these is not currently in place, IT Solutions will, after discussing with the Client, subscribe the company to the appropriate additional license (applicable Microsoft 365 licensing fees paid by the Client). Alternatively, if another email platform is in place (such as an on-premises Exchange server), IT Solutions will add licensing for Mimecast Targeted Threat Protection to the client's invoicing.

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- The client is not committed to an annual (or multi-year) Microsoft "New Commerce Experience" agreement with the current managed provider for Microsoft Office 365 licensing and, therefore, will be able to transfer licensing of Microsoft Office 365 to IT Solutions. In the event that Client is committed to a Microsoft NCE agreement with an outgoing provider, then Client would pay the balance of the term to the current managed service provider, while IT Solutions will assume management of the licensing and Client's O365 environment/tenant as part of our services as outlined above. ITS will re-license O365 under the ITS NCE when the Client subscription expires with the current managed service partner. For the Microsoft NCE terms, the new cancelation terms for NCE is 7 calendar days: https://www.microsoftpartnercommunity.com/t5/Allgemeine-Updates/NCE-Change-to-cancellation-and-seat-reduction-window-in-CSP-new/td-p/64258.

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