

## HI Tech Hui Managed Service Plan Features

Included Features	Standard (PROTECT)	Premium (DEFEND)
Direct access to HI Tech Hui support desk	√	√
Business-hour Remote Support Monday – Friday, 8:00 a.m. – 5:00 p.m.	√	√
Business-hour On-site Support Monday – Friday, 8:00 a.m. – 5:00 p.m.	\$130/Hour 1-Hour Min.	√
After-hours Remote Support	\$195/Hour 1-Hour Min.	√
After-hours On-site Support	\$195/Hour 2-Hour Min.	√
Remote Critical Incident Response Time	4 Hours	2 Hours
On-site Critical Incident Response Time	1 Day or Less	Same Day
Preventive Maintenance		
Performance Monitoring of servers/desktops with Alert Notification	√	√
Network Availability Monitoring with Alert Notification	√	√
Alert Notification resolution by HI Tech Hui support desk	√	√
Microsoft O/S Patch Management	√	√
Mac/Apple O/S Patch Management	√	√
Emergency Server O/S Updates and Patches	√	√
Remote restart of services and low disk space clean-up	√	√
Automated patching with flexible installation schedule	√	√
Non-Microsoft Patch Management		√
Network Security & Backup Services		
Cylance Antivirus Software with Alert Notification	√	√
Backup Monitoring with Alert Notification	√	√
Off-site Backup (Cloud) License and Management	√	√
File and system restores from backup	√	√
Firewall Management and Updates	√	√
Virus, Spyware and Malware Removal	√	√
Network and Security Assessments	Annually	Quarterly
Quarterly HIPAA/PCI Readiness Assessments		√
Web content filter management		√
Disaster Recovery Services		√
Employee Threat Testing		√
Cybersecurity Training for Employees	Off-site	On-site
Cloud Management		
Cloud E-mail Administration (Office 365, G-Suite, etc.)	√	√
Cloud Server Administration (CloudSigma, Azure, etc.)	√	√
Cloud Backup Administration (HTH Backup, Asigra)	√	√

Internet Domain Support (Domain registration, DNS, etc.)	√	√
Cloud Vendor Management		√
<b>Technical Services</b>		
Adding/Removing Users, Mailboxes	√	√
VoIP Phone System Support		√
Software Installation and Upgrades		√
Ordering and Replacing Warranty Parts		√
<b>Virtual CIO &amp; Consulting Services</b>		
Dedicated Account Manager & Primary Technician	√	√
Network Documentation	√	√
Asset Tracking and Management	√	√
Technology Business Reviews & Planning	Annually	Quarterly
Executive Summary Report	Quarterly	Monthly
3 <sup>rd</sup> -Party Subscription & Warranty Management		√
3 <sup>rd</sup> -Party Vendor Management		√
Annual IT Budget Assistance		√
AUP (Acceptable Use Policy) Assistance		√
Disaster Recovery & Business Continuity Plan Assistance		√

## Special Projects (examples)

The below is a list of examples of special projects that are not included with the Managed Services plans and would be billed as either a fixed-rate project or on an hourly Time & Materials basis. Please contact your HI Tech Hui account manager for a proposal.

- Office Moves
- Large-scale (>5) desktop rollouts
- Application and Website Development
- 3<sup>rd</sup> party and custom application support
- SQL Reporting and Programming
- Search Engine Optimization (SEO)
- Microsoft Server Implementation/Upgrade/Migration
- Active Directory Implementation/Upgrade/Migration
- Exchange or Office 365 Implementation/Upgrade/Migration
- Virtualization (Hyper-V, VMware) Implementation/Upgrade/Migration
- Physical-to-Virtual Conversions
- Cloud Implementation/Upgrade/Migration