March   Marc	360° IT CARE PLANS	SELECT	ADVANCED	TOTAL
APP-7095 Permote Recultime Monothoring of all Network devices				
A47-7956 Aber coefficiations on Critical Alerts A77-7956 Financian Resid-time Monitoring of all Network Devices) Austraces Hour Remote Monitoring of all Network Devices) Austraces Hour Remote Monitoring Alert Network Devices) Austraces Hour Remote Monitoring of Alert Network Devices) Austraces Hour Remote Monitoring Alert Network Devices) Austraces Hour Remote Monitoring Alert Network Devices Austraces Alert Architecture Architecture Alert Archit		×	✓	✓
APPSAR Partock Real-time Monitoring of all Network Services  Services A Language Protect  Sustainers Stupped Portal  Justianer Support Support  Justianer Support Support  Justianer Support Support  Justianer Sup	_	x	✓	✓
Numbers for Deserved Monitoring (Alert Okervork Devices)    For pipe desk & Il Sepport		✓	✓	✓
Jestiment Support Portal  Automate Support Bear Support  Automate Priority & Business hours 4 business hours 4 business hours  Automate Priority & Business hours 4 business hours 4 business hours  Automate Priority & Business hours 4 business hours 4 business hours  A business hours 4 business hours 1 business hours 4 business hours 2 business hours 1 business hours 2 business hours 1 business hours 2 business hours 1 business hours 4 business hours 2 business hours 1 business hours 2 business hours 3 business hours 3 business hours 4 business hours 5 business hours 8 business hours 4 business hours 4 business hours 9 business hours 9 business Mapport (India Automate Mapport Charged) 4 business hours 4 business 4 business hours 4 bus		<b>√</b>	$\checkmark$	✓
Automate Support Portal Automated Princip Support Automated Support				
Assemble Support Abilitation Remote Support Abording Priority 8 business hours 4 business hours 4 business hours Abusiness Rours 2 business hours 4 business hours Abusiness Rours 2 business hours 4 business hours Abusiness Rours 2 business hours 1 business hours Abusiness Support Hours 9,00 to 1730		<b>√</b>	<b>√</b>	<b>√</b>
Infinited Remote Support  Infinited Support  In				✓
Abunition Province Support  Service Level Agreement  Formation Every Agreement  Formation Subjects  Formation Provincy Business hours 4 business hours 4 business hours 4 business hours 4 business hours 1 business hours 2 business hours 1 business hours 4 business hours 2 business hours 1 business hours 2 business hours 2 business hours 3 business Support Hours 9,000 to 17:30 9,00 to 17:30 9,	· ·			· •
A business hours   B business hours   A business   A business				
Cornal Priority 8 business hours 4 business hours   4 business hours   4 business hours   4 business hours   1 business hours		<b>v</b>	<b>V</b>	<b>V</b>
- High Priority 4 business hours 2 business hours 4 business hours 2 business hours 3 business hours 3 business hours 3 business hours 4 business hours 4 business hours 5 business hours 5 business hours 5 business hours 6 business hours 6 business hours 7 business hours 8 business bury 17:30 9:00 to 17:30 0:00 to 17:30 0:00 to 17:30 0:00 to 17:30 0:00 to 17:30 0:0	-			
After-hours Pager Support Optional Optional Optional Advices of Application Support Chargeable Chargeable Chargeable X Y Y Y Adadus Monitoring Alarts Adadus Alarts Adadu	- High Priority 4 business hours 2 business hours 1 business hours			
Addressoft Application Support Chargeable A A Application Support Chargeable A A Application Support Chargeable A A Application Support Chargeable A Application Supp	Business Support Hours 9.00 to 17:30 9.00 to 17:30 9.00 to 17:30	9.00 to 17.30		
Activation (Application Support Utangleable Evelowing Documentation   X	After-hours Pager Support Optional Optional	Optional	·	·
Sackup & Disaster Recovery Planning Sackup in Monitoring Alerts Solesster Recovery Planning Optional extra Solesster Recovery Planning Optional extra Solesster Recovery Planning Optional extra Solesster Recovery Planning Sackup integrity Restoration Cheek Spare Severe (Disaster Recovery Purposes) Optional extra Solesster Recovery Purposes) Optional extra Solesster Recovery Purposes Solesster	Microsoft Application Support Chargeable	_		
Seakup Monitoring/Alerts	Network Documentation	X	√	<b>√</b>
Sackup integrity Restoration Check  Appere Server (Disaster Recovery Planning  Optional extra  Applications of Part (Disaster Recovery Purposes)  Optional extra  Optional extra  Optional extra  Applications of Part (Disaster Recovery Purposes)  Antivirus Software Optional extra  Option	Backup & Disaster Recovery			
Agriculture	Backup Monitoring/Alerts	✓	✓	$\checkmark$
Sparse Server (Disaster Recovery Purposes)  Optional extra  Op	Disaster Recovery Planning	Optional extra	✓	✓
Spirotale extra (bissistic nectively Purposes) Spirotale extra	Backup integrity Restoration Check	✓	✓	✓
Antivirus Software Optional extra Adalware/Spyware Software Optional extra Option	Spare Server (Disaster Recovery Purposes)	Optional extra	✓	✓
Addishare/Spyware Software Optional extra Optionale	Antivirus Protection			
Compliance Management Optional extra	Antivirus Software Optional extra	Optional extra	✓	✓
Compliance Lever Altra Protection Optional extra	Malware/Spyware Software Optional extra	Optional extra	✓	✓
Compliance Management Optional extra	Enterprise Level Anti-SPAM Protection Optional extra	Optional extra	✓	✓
Cicense Management Optional extra Op				
Asset Management Optional extra  Optional extr		Optional extra	<b>√</b>	✓
Rest Practices Implementation  Partch Management & Optimisation  Monthly Server Health Check Reporting		•	✓	✓
Annothly Server Health Check Reporting  Monthly Server Health Check Reporting  Monthly Server Health Check Reporting  Monthly Server Health Check Reporting  Server  Desktop/Notebooks  Optional Extra  Option		·	✓	✓
Admithly Server Health Check Reporting				
Actions of Patch Management   Action	·	✓	✓	✓
Server				
Desktop/Notebooks	-	<b>√</b>	✓	<b>✓</b>
Server		Optional Extra	✓	✓
Server		Орионаї Ехиа		
Desktop/Notebooks		<b>√</b>	<b>√</b>	
Desktop Optimisation  T Management & Quarterly Meetings  Dedicated Account Manager  Dedicated VCIO Quarterly Meetings  Account Management  Dedicated VCIO Quarterly Meetings  Account Management  Account Management Chargeable  Account Management  Account Mana				,
The Management & Quarterly Meetings   The Management & Quarterly Meetings   The Management & Quarterly Meetings   The Management & The Manag	· · ·	·		./
Pedicated Account Manager		Optional Extra	V	•
Dedicated VCIO Quarterly Meetings  Software/Vendor Management  Hardware/Software Procurement  Ford Party Application Support Chargeable  Varranty Support Management Chargeable  Chargeable  Chargeable  Chargeable  Chargeable  Chargeable  Chargeable  Varranty Support Management Chargeable  Chargeable  Chargeable  Chargeable  Chargeable  Varranty Support Management Chargeable  Susiness Hours \$130 Unlimited Unlimited  After-hours Weekdays \$195 \$180 \$130  \$130  \$140  \$180  \$120				
Software/Vendor Management  Hardware/Software Procurement  Ard Party Application Support Chargeable  C				
Hardware/Software Procurement  Ard Party Application Support Chargeable Ard Party Application Upgrades Chargeable Ard Party Application Support Chargeable Ard Party Application Upgrades Chargeable Ard Party Application Support Ch	Dedicated VCIO Quarterly Meetings	<b>✓</b>	✓ 	<b>✓</b>
Ard Party Application Support Chargeable  Ord Party Application Upgrades Chargeable  Ord Party Application Upgrades Chargeable  Ord Party Application Upgrades Chargeable  Ord Management Chargeable  Ord Manageme	Software/Vendor Management			
Arranty Support Chargeable  Vendor Management Chargeable  Chargeable  Chargeable  Vendor Management Chargeable  Chargeable  Vendor Management Chargeable  Ve	Hardware/Software Procurement			
Vendor Management Chargeable         Chargeable         ✓         ✓           Varranty Support Management Chargeable         Chargeable         ✓         ✓           Hourly Rates         Susiness Hours \$130 Unlimited Unlimited         \$130         Unlimited         Unlimited           After-hours Weekdays \$195 \$180 \$130         \$195         \$180         \$130           After-hours Weekend \$260 \$180 \$180         \$260         \$180         \$180           Projects (out of scope) \$140 \$130 \$120         \$140         \$180         \$120	Brd Party Application Support Chargeable			$\checkmark$
Varranty Support Management Chargeable         Chargeable           Hourly Rates         Susiness Hours \$130 Unlimited Unlimited         \$130         Unlimited         Unlimited           After-hours Weekdays \$195 \$180 \$130         \$195         \$180         \$130           After-hours Weekend \$260 \$180 \$180         \$260         \$180         \$180           Projects (out of scope) \$140 \$130 \$120         \$140         \$180         \$120	Brd Party Application Upgrades Chargeable	Chargeable		✓
Hourly Rates  Business Hours \$130 Unlimited Unlimited	/endor Management Chargeable	Chargeable		✓
Business Hours \$130 Unlimited Unlimited \$130 Unlimited Unlimited After-hours Weekdays \$195 \$180 \$130 \$130 \$195 \$180 \$130 \$130 \$160 \$180 \$180 \$180 \$180 \$180 \$180 \$180 \$18	Warranty Support Management Chargeable	Chargeable	✓	✓
After-hours Weekdays \$195 \$180 \$130 \$130 \$150 \$180 \$130 After-hours Weekend \$260 \$180 \$180 \$180 \$180 Projects (out of scope) \$140 \$130 \$120 \$140 \$130 \$120	Hourly Rates			
After-hours Weekend \$260 \$180 \$180 \$180 \$180 \$180 \$180 \$180 \$170 \$180 \$180 \$180 \$180 \$180 \$180 \$180 \$18	Business Hours \$130 Unlimited Unlimited	\$130	Unlimited	Unlimited
Projects (out of scope) \$140 \$130 \$120 \$140 \$130 \$120	After-hours Weekdays \$195 \$180 \$130	\$195	\$180	\$130
Projects (out of scope) \$140 \$130 \$120 \$140 \$140 \$180 \$120	After-hours Weekend \$260 \$180 \$180	\$260	\$180	\$180
	Projects (out of scope) \$140 \$130 \$120			
The state of the s	Onsite Travel Charges \$70 Unlimited Unlimited	\$70	Unlimited	Unlimited

360° IT CARE PLANS	SELECT	ADVANCED	TOTAL
Back Up Solutions			
- Cloud	Optional	Optional	Optional
- In-house	Optional	Optional	Optional
Additional Features			
Mobile Device Management	Optional	Optional	Optional
Network Security Appliance	Optional	Optional	✓
Internet Services	Optional	Optional	Optional
360o Email Archiving	Optional	Optional	Optional
360o Web Secure	Optional	Optional	Optional
360o Aware (Employee Management Control)	Optional	Optional	✓
Unlimited re-installs on PC's setup by NITS (within warranty period)	Chargeable	✓	✓
Full Disaster Recovery Check	Optional extra	Optional	Optional