

Hassle-Free IT 2022 Plan Options - Comparison Chart

SUPPORT	STANDARD	ELITE+
On-Site Support Monday – Friday, 7:00 a.m. EST – 6:00 p.m. EST	\$125 Per Hour 2-Hour Minimum	✓
Remote Support Monday – Friday, 7:00 a.m. EST – 6:00 p.m. EST	✓	✓
After-Hours, Holidays & Weekend Support	\$195 Per Hour 2-Hour Min. Remote 4-Hour Min. On-Site	✓
Remote Emergency Response Time	2 Hours	30 Minutes Or Less
On-Site Emergency Response Time	As Available	Same Day
PROACTIVE MAINTANANCE		
24/7/365 Proactive Management and Alerting	✓	✓
Scheduled Preventative Maintenance	✓	✓
Patch Management - Microsoft, Adobe, Java, Google, etc.	✓	✓
Automatic Problem Escalation And Resolution	✓	✓
PROACTIVE CYBER SECURITY & BACKUP		
Advanced Endpoint Protection And Updates	✓	✓
Firewall Management And Updates	✓	✓
Content Filtering And Intrusion Protection	✓	✓
Daily Monitoring Of Successful Data Backup	✓	✓
Virus, Spyware And Malware Removal	✓	✓
2FA/MFA, O365 SaaS Protection/ Defense	✓	✓
Off-Site Backup (Cloud) File Restores	✓	✓
Computer Encryption		✓
Application Control, Ring-Fencing		✓
All the Time VPN for Computer/Server		✓
Cyber Security Awareness Training, Phishing Simulations		✓
Monthly Dark Web Password Analysis		✓
Security Information & Event Management (SIEM)		✓
PROACTIVE ACCOUNT MANAGEMENT		
Monthly Quality Assurance Touch	✓	✓
Technology Business Reviews	✓	✓
Asset Tracking And Management	✓	✓
Dedicated Account Manager	✓	✓
Quarterly Security Assessments		✓
Executive Summary Monthly Report		✓
Vendor Liaison, ISP, VoIP		✓
Network Documentation		✓
Written Disaster Recovery Plan, Testing And Updates		✓
PROACTIVE TECHNICAL SERVICES		
Support & Fix Computer, Server, and Network Issues	✓	✓
Recycling And Properly Disposing Of Old Equip.	✓	✓
Ordering And Replacing Warranty Parts	✓	✓
Adding/Move/Change Users	✓	✓
White and Blacklisting in Spam Filter		✓
Office 365 Support		✓
Installation of New Software		✓
Installation of New Hardware		
* Labor only; all hardware and software costs will be additional.		