



MANAGED IT SERVICE PLANS

SERVER MANAGEMENT	Network Watch	Network Watch Plus	Complete Care	Complete Care Onsite
24/7 Monitoring (Availability, Drive Space, CPU, RAM, Services)	✓	✓	✓	✓
Event Log Monitoring	✓	✓	✓	✓
Backup Log Monitoring	✓	✓	✓	✓
Antivirus Monitoring	✓	✓	✓	✓
Server Health and Key Trend Analysis	✓	✓	✓	✓
Microsoft Security Patch Management		✓	✓	✓
Drive Space Management		✓	✓	✓
Antivirus Management		✓	✓	✓
User Account Management			✓	✓
Microsoft Server Management (Exchange, MS-SQL, IIS)			✓	✓
24/7 Emergency Support (6pm-8am M-F, Sat/Sun)			✓	✓
WORKSTATION MANAGEMENT				
Disk Space Monitoring	✓	✓	✓	✓
Microsoft Security Patch Monitoring	✓	✓	✓	✓
Antivirus Software Monitoring	✓	✓	✓	✓
Microsoft Security Patch Management		✓	✓	✓
Antivirus Software Management & Updates		✓	✓	✓
Temporary File Cleanup		✓	✓	✓
NETWORK MANAGEMENT				
Network Monitoring (Routers/Switches)	✓	✓	✓	✓
Network Management (Routers/Switches)		✓	✓	✓
Security Management (Firewall/VPN)			✓	✓
ISP/Web Host Management			✓	✓
SERVICE DESK				
Hardware/Software Asset Inventory Report	✓	✓	✓	✓
End User Helpdesk Support			✓	✓
Online Ticket Management			✓	✓
Microsoft Application Support			✓	✓
Line of Business Application Support			✓	✓
Remote Support			✓	✓
Onsite Support				✓
Access to Senior Engineer for Strategic Planning				✓