

Managed Services Support Agreement Features

| Support Services | Essential | CompleteIT | CompleteIT Advanced |
|--|------------------|-------------------|---------------------|
| Unlimited Live Support Desk During Support Desk Hours | ADD-ON | ✓ | ✓ |
| Unlimited Emergency On-site Response | ADD-ON | ✓ | ✓ |
| Assigned System Engineers | ADD-ON | ✓ | ✓ |
| Scheduled Dedicated Engineer (On-site or Remote) | ADD-ON | ADD-ON | ADD-ON |
| Unlimited Support Escalation to System Engineers | ADD-ON | ✓ | ✓ |
| Support for User Adds, Removes and Changes | ADD-ON | ✓ | ✓ |
| Support for User Applications and Supported Hardware | ADD-ON | ✓ | ✓ |
| Support for Data Restore from Supported Backup | ADD-ON | ✓ | ✓ |
| Re-deployment of Supported Hardware After Hardware Failure | Time & Materials | ✓ | ✓ |
| Re-deployment of Non-Supported Hardware After Hardware Failure | Time & Materials | Time & Materials | ✓ |
| Replacement of Non-Supported Hardware Components - Labor Only | Time & Materials | Time & Materials | ✓ |
| Software Updates - Single Instance/Endpoint | Time & Materials | ✓ | ✓ |
| Software Updates - Major Version Upgrades | Time & Materials | Time & Materials | ✓ |
| Recurring Software Updates - Organization Wide | Time & Materials | ADD-ON | ✓ |
| New Hardware Setup - Workstations and Laptops | Time & Materials | \$295 Fixed Fee * | ✓ |
| Re-deployment of existing hardware (New user profile) | Time & Materials | ✓ | ✓ |
| New Hardware Setup - Networking (Firewalls, Switches), UPS, and Printers | Time & Materials | Time & Materials | ✓ |
| Configuration Changes - Networking (Firewalls, Switches), UPS and Printers | Time & Materials | Time & Materials | ✓ |
| Securely Destroying Data on Decommissioned Hardware | Time & Materials | Time & Materials | ✓ |
| Data Recovery Attempt on Failed Hardware | Time & Materials | Time & Materials | ✓ |
| Third-Party Data Recovery on Failed Hardware | Time & Materials | Time & Materials | Time & Materials |
| Software or Hardware - Moves, Migrations and Removal | Time & Materials | Time & Materials | ✓ |
| Deploy a new SSL Certificate | Time & Materials | Time & Materials | ✓ |
| Renew existing SSL Certificate | Time & Materials | ✓ | ✓ |
| Software License Management - Office 365, Adobe, Veeam, VMware, etc. | Time & Materials | ✓ | ✓ |
| Deployment of Hardware License for Services and/or Support | Time & Materials | ✓ | ✓ |

| Proactive Planning, Consulting and Reporting Services | Essential | CompleteIT | CompleteIT Advanced |
|---|-----------|------------|---------------------|
| Strategic Technology Assessment and Alignment | | ✓ | ✓ |
| Business Review with Health Score & Metrics Analysis | | ✓ | ✓ |
| Business IT Roadmap | | ✓ | ✓ |
| Annual Infrastructure Maintenance Tasks | | ✓ | ✓ |
| Assigned Client Services Consultant | ✓ | ✓ | ✓ |

| Proactive Cyber Security Services | Essential | CompleteIT | CompleteIT Advanced |
|--|-----------|------------|---------------------|
| Standard Endpoint Security Software (Windows/Mac) on Supported Systems | ✓ | ✓ | ✓ |
| Managed Windows OS Patching | ✓ | ✓ | ✓ |
| Automated Malware Remediation | ✓ | ✓ | ✓ |
| Managed Security Awareness Training | ADD-ON | ADD-ON | ✓ |
| 24/7 Monitoring by our dedicated security team | ADD-ON | ADD-ON | ✓ |
| Endpoint Detection and Response (Windows/Mac) | ADD-ON | ADD-ON | ✓ |
| Managed Endpoint Zero-day Threat Protection | ADD-ON | ADD-ON | ✓ |
| Endpoint Vulnerability Scanning | ADD-ON | ADD-ON | ✓ |
| Device Control (USB, Print security controls) | ADD-ON | ADD-ON | ✓ |
| Threat Hunting | ADD-ON | ADD-ON | ✓ |
| IT Hygiene, discovery of rogue devices on the network | ADD-ON | ADD-ON | ✓ |
| Security Information Event Management (SIEM) | ADD-ON | ADD-ON | ✓ |
| World-wide Threat Intelligence AI Network Integration | ADD-ON | ADD-ON | ✓ |
| Managed Microsoft App Patching | ADD-ON | ADD-ON | ✓ |
| Managed 3rd Party Application Patching | ADD-ON | ADD-ON | ✓ |

| Proactive System Monitoring and Maintenance Services | Essential | CompleteIT | CompleteIT Advanced |
|--|-----------|------------|---------------------|
| Monitoring, Alerting and Maintenance of Critical Infrastructure Including: | ✓ | ✓ | ✓ |
| Unlimited Upkeep Maintenance | ✓ | ✓ | ✓ |
| Supported Servers, Physical and Virtual | ✓ | ✓ | ✓ |
| PCs and Virtual Desktops | ✓ | ✓ | ✓ |
| Deployment of Critical and Security Patches on Supported Systems | ✓ | ✓ | ✓ |
| Supported Firewalls, Physical and Virtual | ADD-ON | ✓ | ✓ |
| Supported Switching | ADD-ON | ✓ | ✓ |
| Supported Cloud Platforms and Hypervisors | ADD-ON | ✓ | ✓ |
| Supported Backup Systems | ADD-ON | ✓ | ✓ |
| Supported UPS Systems | ADD-ON | ✓ | ✓ |
| Monitoring of Supported Mission-Critical Network Hardware | ADD-ON | ✓ | ✓ |

| IT Inventory Management and Tracking Services | Essential | CompleteIT | CompleteIT Advanced |
|--|-----------|------------|---------------------|
| Managed IT Asset Tracking | ✓ | ✓ | ✓ |
| Managed Software Licensing and Subscription Tracking | ✓ | ✓ | ✓ |
| Managed Hardware Warranty Tracking | ✓ | ✓ | ✓ |
| Managed Domain Name Services | ✓ | ✓ | ✓ |
| Managed Secure Password Database | ✓ | ✓ | ✓ |
| Procurement Services | ✓ | ✓ | ✓ |

Legend:

| | |
|------------------|--|
| ✓ | Included in Support Agreement |
| ADD-ON | Additional option to be added to Support Agreement |
| Time & Materials | Hourly billed labor at prevailing rate |

"Supported" encompasses software or hardware that GDR recognizes as being a supported versions (<https://gdrgroup.itglue.com/263143/docs/5226898>) and/or hardware that is currently under a warranty/support agreement from the manufacturer.

Disclaimer:

The information provided within this document is intended for demonstrative purposes. Details about what is included in each support agreement should be referenced in our Schedule of Services.