

MSP Program Overview

À la Carte

Proactive

Managed

IT Services

Specific software provided
Light monitoring
Automated maintenance

Performance monitoring
Routine maintenance
Monthly reporting
Quarterly review
Billed remote and onsite support

Advanced monitoring
Routine maintenance
Monthly reporting
Monthly review
Unlimited remote and onsite support

Security

Managed EDR
Managed patch
Managed mail
Data risk assessment
Web protection

Managed EDR
Managed patch
End-user security and data protection
Core network infrastructure maintenance
Managed mail

Managed EDR
Managed patch
End-user security and data protection
Core network infrastructure maintenance
Managed mail
Risk management

Backup

Managed backup
Managed documents

Managed backup
Managed documents

Data recovery as a service
Managed backup

Cloud

Procure Microsoft 365®
Managed Microsoft 365®

Infrastructure management

Application and SaaS-based management

Professional Services

Project work
Procurement assistance
Reporting

vCIO / vCTO

vCIO / vCTO / vCSO
Infrastructure / Growth planning