



# Managed Services - Commercial Plans (2023)

Repairing your computer when it is broken has proven costly to businesses. Our clients avoid downtime costs by having us MANAGE their IT systems.

	GOOD Level 1	BETTER Level 2	BEST Level 3
<b>SUPPORT</b>			
Rapid-Response Helpdesk	✓	✓	✓
Perpetual Maintenance Routines	✓	✓	✓
Microsoft & 3rd Party App Updates	✓	✓	✓
Managed Endpoint Protection	✓	✓	✓
Managed Virtual Firewall	✓	✓	✓
24x7x365 Remote Monitoring & Management	✓	✓	✓
Remote & Phone Technical Support	\$90/hour	✓	✓
Onsite Technical Support	\$140/hour	\$140/hour	✓
After Hours EMERGENCY Support	\$180/hour	\$180/hour	\$180/hour
<b>SECURITY</b>			
Password Management System with Dark Web Monitoring / user	\$6-unmanaged, \$9-managed	\$6-unmanaged, \$9-managed	✓
Security Awareness Training with Simulated Phishing Attacks	\$3/user/month	✓	✓
<b>MANAGEMENT</b>			
Technology Business Review (TBR) Meeting	\$300	✓	✓
<b>Per Workstation Per Month</b>	<b>\$36</b>	<b>\$46</b>	<b>\$66</b>

## Managed Services - Level 1 (\$36/month/workstation)

- Enterprise-grade FULLY-MANAGED endpoint protection
- 24/7 system-wide monitors that find and repair issues before you are even aware of a problem
- Alerts are automatically sent to our techs any time a problem is not immediately resolved.
- Maintenance is completed on a constant basis.
- Includes ACS Cloud-Based Firewall protecting each workstation regardless of location

## Managed Services - Level 2 (\$46/month/workstation)

- All the services from Level 1 plus remote support
- **Phone, Shop, and Remote Support for issues with basic hardware, software, and security issues.** *This does not include research, installation, configuration, or training of third party software. ACS provides this service on a project basis.*

## Managed Services - Level 3 (\$66/month/workstation)

- All the services from Level 2 plus **onsite support**

**Managed SERVER - Level 3 Only (\$150/month/server)** includes all of the service in Workstation Level 3 for a Windows SERVER operating system including oversight of the Active Directory, DHCP/DNS, and File/Print server roles.

**Managed NETWORK (\$100/month)** - Phone, shop, remote, and onsite support for existing network appliances (modem, routers, switches) and existing network wiring.

