

Services / Program Level	Net Guard Service		
Network Monitoring:	Bronze	Silver	Gold
24x7 Monitoring	⊙	⊙	⊙
Notification Review	12x7	18x7	24x7
Alert Resolution		⊙	⊙
AntiVirus Monitoring & Updates	⊙	⊙	⊙
Offsite centralized monitoring	⊙	⊙	⊙
Server Management			
Patch Management	⊙	⊙	⊙
Windows Service Pack Installation		⊙	⊙
Drive Space Monitoring	⊙	⊙	⊙
System Health Monitoring	⊙	⊙	⊙
Microsoft Exchange Management	⊙	⊙	⊙
Microsoft SQL Server Management -		⊙	⊙
Line of Business Application		Reviewable	⊙
Complete System Disaster Recovery -			⊙
Help Desk and Response Time			
Help Desk Request Response Time	8 hr	4 hr	4 hr
Onsite Request Response Time	8 hr	8 hr	4 hr
Emergency Server Down Response Time	8 hr	4 hr	2 hr
Unlimited Technical Phone and Email Support	9-5 M-F	9-5 M-F	9-5 M-F
Unlimited On Site Support			⊙
Emergency After Hours Support			⊙
Discounted Hourly Rate	10%	15%	20%
Consulting Services:			
Quarterly Microsoft Training Workshops		⊙	⊙
Internet Service Provider Support and Management		⊙	⊙
Semiannual Technology Meetings		⊙	⊙
PC & Client Management			
Windows & Office Patch Management		⊙	⊙
Windows & Office Service Pack Installation		⊙	⊙
Virus software management, updates and renewals		⊙	⊙
Bi-Weekly User Diagnostic Reporting		⊙	⊙
System Reporting:			
Daily Diagnostic Reporting	⊙	⊙	⊙
Weekly Server Performance Report	⊙	⊙	⊙
Historical Trend Reporting		⊙	⊙
Asset Management & Inventory Report		⊙	⊙
Network Security Appliance Management			
Web Content Filtering	⊙	⊙	⊙
Security Threat Monitoring	⊙	⊙	⊙
Spyware / Malware Filtering	⊙	⊙	⊙
Gateway Antivirus Filtering	⊙	⊙	⊙
User Internet Access Management	⊙	⊙	⊙
Email Spam Filtering and Management		⊙	⊙
Data Backup Management			
Backup Job Monitoring	⊙	⊙	⊙
Automated Backup Software and Maintenance	⊙	⊙	⊙
Backup and Restore Testing		⊙	⊙