

Graffen Managed Services Plans



Monitoring Services	Level 1	Level 2	Level 3	
365/24x7 Availability Monitoring & Alerting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Heartbeat monitoring and alerting
Error & Event Log Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Significant events trigger alerts
Drive Space Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customizable threshold
Asset Inventory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hardware and Software Inventory
Application & Database Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Database Performance and Availability
Website Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring 24x7 Website Availability
Security Services				
24x7 Desktop/Server Monitoring & Alerting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Application, Security and System Events
Network Firewall Monitoring		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dependant on hardware capabilities
Backup Monitoring & Administration		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Backup log monitoring
Security Administration		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Configuration of Domain Security Policies
Microsoft Patch Management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approve and install updates on PCs
Managed Antivirus and Antispyware		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Monitor and update definitions
Maintenance Services				
Remote Server Administration		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Remote management of servers
User Account Administration		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	User Creation and rights management
Printer Management			<input checked="" type="checkbox"/>	Dependant on hardware capabilities
Log File Maintenance			<input checked="" type="checkbox"/>	Review and management of logs
Support Services				
24x7 Phone & Email Alerts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Automatic notification of critical events
24/7 Remote Control Support		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 hour event resolution
Advanced Support Services				
Monthly Network Summary Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Monthly performance and utilization
Quarterly Executive Report & Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Quarterly Executive Summaries
Annual Technology Plans	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Develop an IT strategy and deployment plan
Firewall/VPN/Router Management	-	-	<input checked="" type="checkbox"/>	Software/Firmware upgrades, ruleset mgmt.
Asset Management	-	-	<input checked="" type="checkbox"/>	Rotate out older equipment
Disaster Recovery Planning	-	-	<input checked="" type="checkbox"/>	Critical for business continuity
Monthly Remote Service Hours Included	-	4	6	Remote Management of servers and PCs
Discount From On-site Hourly Rate	10%	15%	20%	Onsite Management of servers and PCs