



RNSystems MSP Program

	Standard	Advanced	Dynamic
Antivirus Protection on all computers	X	X	X
Malware Protection on all computers	X	X	X
Automated workstation maintenance	X	X	X
Security patch management of Windows & 3rd party software	X	X	X
Next Day or better on non-emergency service calls	X	X	X
Discount on new/uncovered work (20% - Standard, 30% -Advanced, 40% - Dynamic)	X	X	X
Anytime Remote Access	X	X	X
Basic Tech Support 8am - 5pm M-F		X	X
RNSystems MSP network improvement analysis		X	X
Included time for problems and repairs (4hrs per month)		X	X
Technology Vendor Management		X	X
Unlimited time for problems and repairs			X
Extended Tech Support 24x7			X
Server administration and support (Servers are Dynamic only)			X
Server backup monitoring and daily confirmation			X
All server and computer problems 100% coverage (Excluding Hardware)			X
Non-Profit Managed Service Pricing Per Workstation (501c Required)	\$25.00	\$45.00	\$55.00
Managed Service Pricing Per Workstation	\$30.00	\$55.00	\$75.00
Managed Service Pricing Server			\$250.00

Onsite Rate: \$75 for the first 30 minutes & \$60 for each 30-minute interval thereafter (30-minute minimum required). After-hours rate: \$175 for the first hour & \$75 for each 30-minute interval thereafter (1-hour minimum required). Discount applied accordingly to contract clients under MSP Program.

Providing Informed Knowledge And Solutions With The Highest Integrity