Our Support Plans

Our networking and computer support options can be broken down the categories highlighted below.

Ad-Hoc or "Break-Fix" support

Our standard hourly rate of **$150 per hour** applies to any support we provide without a Plan. Support is billed in 15-minute increments for remote, on-site or in-shop support. Our on-site minimum is 2 hours. Travel time for on-site support to locations over 10 minutes from our shop may be billable.

There are no other services or products included at this level of support apart from what requested of us. This support option is considered "break-fix". This service option is best for walk-in clients having a one-off single network or computer issue. This type of service is not ideal for businesses that require on-going regular support from us – please see our **Plans** below for your business.

Plan 1 - Basic – Unlimited Remote & In-Shop Support

$49.99 per month per computer and on-premises router.

This service plan provides the value of all our best-in-class products and security tools including:

- **Managed Windows Defender Managed anti-virus[1]**
- **Graphus** Advanced Email Filtering (when paired with your Microsoft 365 or Google Workspace service).
- **Datto EDR** (Endpoint Detection & Response) threat detection and neutralization.
- **Kaseya's VSA** Remote Management & Monitoring (RMM) Agent on all systems.
- **Live Connect** for remote access to all workstations and systems for any number of employees/users (part of the VSA suite)[3]
- Availability of our **Datto Endpoint** Cloud Backup, **BCDR** Server Backup and **Axcient** Cloud Backup for secure off-site backup.[2]
- **Prioritized support over Ad-Hoc support requests.**

At this service level, we provide <u>unlimited</u> remote and in-shop support to all your organization's staff for any single incident of up to 2 hours per incident. Any remote/in-shop support **that takes over 2 hours per incident** or any on-site services are billed at a 20% discounted rate of $120 per hour in 15-minute increments.

Since we started Midwest PROTECH almost 20 years ago, we have never required contracts. All our support Plans are month-to-month so there is no commitment, and you can cancel at any time if you ever feel that you aren't getting the value you expected.

Plan 2 - Standard – Unlimited Remote, In-Shop & On-Site Support – OUR MOST POPULAR PLAN

$74.99 per month per computer/server

This service level includes all the benefits of our Plan 1 support plus these additional benefits:

- **RocketCyber SOC** (Security Operations Center) 24/7 human-monitored security for all protected systems. This service alone typically costs over $1,000 per month per organization and is an amazing value!
- **BullPhish Cyber Security Awareness** training program for all employees. This is normally a $100+ per month product and is a huge value and helps maintain lower liability insurance rates and better protection through active training of your staff.
- **Prioritized support over all ad-hoc service or Plan 1 support requests**

At this service level, we provide <u>unlimited</u> remote, in-shop AND on-site support to all your organization's staff for any single incident of up to 2-hours per incident. Any support **that takes over 2 hours per incident** may be billed at a 20% discounted rate off our standard billing rate in 15-minute increments.

Plan 3 – Advanced – Unlimited Support w/ Compliance Scanning

$89.99 per month per computer/server

This service level includes all the benefits of our Plans 1 & 2 support plus these additional benefits:

- **WAN Penetration Testing** at regular intervals with reporting to bolster your PCI and HIPAA compliance best practices. The testing comes with an administrative report that shows any necessary mitigation requirements. This type of monthly scanning is normally a $300 per month product by itself.
- **All mitigation recommended by the scan discovery is included** at no additional cost. Normally any findings that need attention are covered by our Plan up to 2 hours and additional mitigation tasks are billable. At the **Plan 3** level – ALL mitigation is covered at no additional cost.
- **Prioritized support over Ad-Hoc and Plan 1 & 2 support request**

At this service level, we provide <u>unlimited</u> remote, in-shop AND on-site support to all your organization's staff for any single incident of up to 2-hours per incident. Any support **that takes over 2 hours per incident** may be billed at a 20% discounted rate off our standard billing rate in 15-minute increments.

NOTE: After-hours support is billed at our reduced rate of $180 per hour (normally $225 per hour). Our support hours are 7:30am through 6pm Monday through Thursday and until 5pm on Fridays. The price per month for Plans 2 and 3 may vary based on support needs. A consultation will be required before determining if this plan's pricing works for your organization

as is or if the monthly cost per computer needs to be different that listed above.

Plan Features and Pricing

Features	Plan 1 – Basic	Plan 2 - Standard	Plan 3 - Advanced
System event log monitoring	X	X	X
System hardware/software resource monitoring	X	X	X
Hardware pre-failure detection and alerting	X	X	X
Managed Windows Defender with Datto EDR protection/anti-virus[1]	X	X	X
Windows Update & Patch management and automated removal of bad updates	X	X	X
Organizational software deployment support	X	X	X
Automatically Midwest PROTECH scripted system patches and updates as necessary	X	X	X
Offsite backup available (priced per machine/GB)[2]	X	X	X
Unlimited remote access for all users to company workstations for any number of users[3]	X	X	X
Advanced Graphus spam/phishing email filtering included for each workstation license. Regularly $3.85 per month per email user as stand-alone product.	X	X	X
Unlimited remote and in-shop support Up to 2 hours per incident with a 20% discount for remote/in-shop service over 2 hours per incident or on-site services	X	X	X
Unlimited on-site support up to 2 hours per incident plus 20% discount for on-site time over 2 hours per incident.		X	
BULLPHISH Cyber Security Training is included for clients with at least 4 protected systems. BULLPHISH is normally $50 per month for organization.		X	X
RocketCyber 24/7 active/human monitoring of all systems. By itself this is normally $15 per month per system as stand-alone product.		X	X
Increased unlimited on-site support up to 3 hours per incident plus 20% discount for on-site time over 3 hours per incident.			X
Regular WAN penetration testing for comprehensive perimeter security and compliance with scan reporting to validate site security.			X
Monthly Cost per System	**$49.99**	**$74.99**	**$99.99**

[1] Enterprise-grade monitored anti-virus tools typically cost between $30 and $40 per year by themselves. Managed and monitored **Windows Defender** is included in all our support plans.

[2] Off-site encrypted backup is $130 per server or $26 per workstation. Our backup solution is bare metal off-site, encrypted backup and all backups are screenshot verified daily to ensure that our backups are good each day.

[3] Remote access tools like LogMeIn, GoToMyPC, RemotePC, etc. typically cost around $10-$30 per month (some priced per user or PC). We offer unlimited PC/user remote access with all our all our support plans.