Our Support Plans

Our networking and computer support options are outlined below:

Ad-Hoc or "Break-Fix" support

Our **standard hourly rate of $165 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 and drop-off/in-shop services are a 1-hour minimum and remote support is a 30-minute minimum.

Travel time for on-site support to locations over 10 minutes from our shop may be billable for visits over 10 minutes from our shop (billed at $65 per hour - in 1-minute increments).

All charges are taxed at the current Ohio sales tax rate.

IMPORTANT: All in-shop services or drop-offs need to be scheduled in advance, please call our main number to schedule a drop-off to ensure someone is available to assist.

There are no other services, security or backup products included at this level of support apart from what is requested. This support option is considered "break-fix" and is best for clients that aren't on one of our support **Plans** or that have a one-off single network or computer issue. This type of service is not ideal for businesses that require ongoing regular support from us - please see our **Plans** below for your business or enhanced personal support needs.

The wait time for break-fix support can be as high as 1 to 2 weeks depending on what's already in our support queue. Obviously if we can provide faster service we certainly will.

Our support **Plans** are outlined in the following pages.

Plan 1 - Basic - Remote & In-Shop Support (no Cyber Security Awareness training or bare-metal backup included at this level)

$62.75 per month/per system with one-year term
($81.56 per month/per system - No contract, month-to-month - can be cancelled at any time)

This service plan provides entry-level access to many of our best-in-class products and security tools including:

- Full management of **Microsoft 365** tenant and/or **Google Workspace** organization for all users (up to Plan count) including MFA assistance, new account creation and any necessary user changes for all Microsoft 365 services including OneDrive files access/management, email & shared mailbox management and calendar support for all users (see matrix for potential protection license cost above **Plan** user count).
- Managed **Datto AV** and **Windows Defender anti-virus** - we get real time notifications for infections and issues that we can resolve through our Datto portal and, in most cases, without having to disrupt your computer at all.
- **Inky** Advanced Email Filtering (when paired with your Microsoft 365 or Google Workspace service).
- **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!
- **Datto SaaS Backup/Alerts** for all Microsoft 365 and Google Workspace users (up to Plan count). Low cost for each additional user. SaaS backup includes Microsoft 365 OneDrive & SharePoint and Google Drive including all Google Shared Drives.
- **Dark Web ID** dark web monitoring of all account logins for your organization
- **Datto EDR** (Endpoint Detection & Response) threat detection and neutralization
- **Kasey'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)
- Availability of our full-slate **Datto Backup** products. **Datto Endpoint Backup** workstation & server backup starts at $26 per month per system. Validated **Backup for PC** and **BCDR** are priced additionally, and we can review your individual needs to determine costs.
- **Mobile and tablet device support** is included at no additional cost for all users. MDM management and security of individual devices is included up to the Microsoft 365/Google Workspace user count at no additional cost.
- Complementary **2-hours of on-site support per calendar year** during our business hours for your organization provided for clients with 4 or more protected computers.
- **Prioritized support over Ad-Hoc support requests.**

At this service level, we provide remote and in-shop support (per incident) to all your organization's staff for up to 2-hours per incident. We also provide complimentary 2-hours of on-site visit per calendar year from one of our technicians as applicable. Any support that takes over 2-hours per incident is billed at a 20% discount off our standard ad-hoc billing rate in 15-minute increments. Any provided on-site support that takes over 2-hours will be billed at our standard ad-hoc billing rate in 15-minute increments.

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

$99.27 per month/per system with one-year term
($129.05 per month/per system - No contract, month-to-month - can be cancelled at any time)

This service plan provides the value of all our best-in-class products and security tools from **Plan 1** above and includes:

- **Complete infrastructure support** including router, network switch and access point installation/management, CAT6 cabling, camera and NVR system installation and support.
- **BullPhish Cyber Security Awareness** training program for all employees. BullPhish is normally a $100+ per month product and is an amazing value and helps maintain lower liability insurance rates and better protection through active training of your staff. There are criteria that need to be in place to utilize our training, please ask for details.
- Included **Datto Endpoint Backup** workstation & server backup (up to 1 TB) at no additional cost! Depending on the storage volume, there may be some hard drive size & system limitations or additional costs. Most clients don't pay any extra for our **Plan 2-**included backup.
- **No additional cost** for emergency/weekend service up to 2-hours per incident.
- **Prioritized support over Ad-Hoc and Plan 1 support requests.**

At the **Plan 2** service level, we provide unlimited 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

$139.22 per month per system with one-year term
($180.99 per month/per system - No contract, month-to-month - can be cancelled at any time)

This service plan provides the value of all our best-in-class products and security tools from **Plan 2** above and includes:

- **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 $350 per month product by itself.
- **All mitigation recommended by the Penetration Testing 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. Mitigation support is often more than 2 hours as there are many touchpoints to "clean up" after a compliance scan and resulting findings.
- **Prioritized support over Ad-Hoc and Plan 1 & 2 support requests**

Compliance scanning and reporting is normally a $2,500 to $4,500 product when purchased through a third-party vendor. We offer this feature-rich product as part of our **Plan 3**! At the **Plan 3** service level, we provide unlimited remote, in-shop AND on-site support to all your organization's staff for any single incident of up to **4-hours** per incident! Any support **that takes over 4 hours per incident** may be billed at a 20% discounted rate off our standard billing rate in 15-minute increments.

MSP Support Plan 1- Basic (single tech) – for network, cameras, DVR/NVR systems and infrastructure (cabling) and MSP support.

$62.75 per month/per site with one-year term
($81.56 per month/per site - No contract, month-to-month - can be cancelled at any time)

Our **MSP Support Plans** for camera systems, network hardware, infrastructure (cabling) and MSP support are ideal for small businesses that already have an internal IT department or MSP. All **Plan** clients are supported from 7:30 am through 6pm Monday through Thursday and through 5pm on Fridays (these support hours are expanded from our regular shop hours).

This service **Plan** provides the following:

- Access Point upgrade/installation
- Router installation, management and replacements
- New or replacement camera installation
- DVR/NVR hard drive replacement
- Supported hardware system upgrades (no computer support)
- New cable installation and termination at both ends including patch panel installation
- Cable management
- "Boots-on-the-ground" or remote support for any task your IT Department/MSP needs assistance with billed at a 20% discount off regular rate (by approval only)
- Additional tech may need to be provided for cabling or camera installation or advanced troubleshooting billed at $75 per hour (by approval only)
- **Prioritized support over Ad-Hoc support requests.**

All provided service is billed at our 20% discounted rate off our standard ad-hoc billing rate in 15-minute increments.

MSP Support Plan 2- Standard (up to two techs) – for network, cameras, DVR/NVR systems, infrastructure (cabling) and MSP support.

$99.27 per month per site
($129.05 per month/per site - No contract, month-to-month - can be cancelled at any time)

Our **Cam Plans** for camera systems, network hardware and infrastructure (cabling) are ideal for small businesses that already have an internal IT department or MSP. All **Plan** clients are supported from 7:30 am through 6pm Monday through Thursday and through 5pm on Fridays (these support hours are expanded from our regular shop hours).

This service **Plan** provides **unlimited service (up to 2 hours per incident)** for the following:

- Access Point upgrade/installation
- Router installation, management and replacements
- New or replacement camera installation
- DVR/NVR hard drive replacement
- Supported hardware system upgrades (no computer support)
- New cable installation and termination at both ends including patch panel installation
- Cable management
- **"Boots-on-the-ground" support for any system your IT department/MSP needs assistance**
- **Additional tech provided at no extra charge for any applicable task**
- **Monitoring of DVR/NVR and network systems for advanced notification of outages or failures (as applicable)**
- **Prioritized support over MSP Support Plan 1 Ad-Hoc support requests.**

All provided services over 2-hours per incident are billed at our 20% discounted rate off our standard ad-hoc billing rate in 15-minute increments.

IMPORTANT CONSIDERATIONS:

*All our support **Plans** are month-to-month and there is no commitment. As with all our services, you can cancel at any time if ever feel that you are not getting the value expected.*

*All **Plans** require an onboarding fee of $100 per system. For a limited time, this onboarding fee is being waived for all new **Plan** clients. Renewals of a cancelled **Plan** will be assessed the $100 per system onboarding charge. Our **Plans** are not designed to be temporary, but a permanent long-term support arrangement for your organization. Reactivating a cancelled **Plan** will be at the discretion of Midwest PROTECH, LLC.*

There may be services recommended because of a client's situation whether it's security/safety or network/infrastructure stability related. Recommended services may be refused, but support to address issues with refused recommended services may be billable at our discounted service rate to support an issue or incident that could have been avoided by implementing a recommended service or feature. Examples include email, Offsite Backup of key systems, SPF/DMARC record management, advanced security like RocketCyber or Datto EDR, SPAM/phishing filtering with Graphus, etc.

*After-hours/emergency support is $250 per hour in 15-minute increments with a 2-hour minimum. All **Plan** clients get a discounted rate of 20% off this rate.*

Midwest PROTECH LLC
Complete Computer and Network Services

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, Windows Update & Patch management & automated removal of non-recommended updates.	X	X	X
Managed **Datto AV** & Windows Defender with **Datto EDR** protection/anti-virus[1]	X	X	X
Full Microsoft 365 and/or Google Workspace administration for all users[3]	X	X	X
Automatically installed Midwest PROTECH scripted system patches and updates as necessary and organizational software deployment support	X	X	X
Datto SaaS Backup/Alerts for Microsoft 365/Workspace for all users (up to Plan machine count). Low-cost for additional 365/Workspace users above Plan count.	X	X	X
Unlimited remote access for all users to company workstations/servers for any number of users[2]	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.	X	X	X
RocketCyber Security Operations Center (SOC) 24/7 active/human monitoring of all systems and network.	X	X	X
Advanced spam/phishing email filtering included for each Plan protected system. $4.74 per month per email user over the **Plan** system count or as stand-alone product.	X	X	X
Datto Endpoint Backup included for any workstation and server up to 1 TB or data storage per organization! $14 per month for each 250 GB over the included 1 TB of storage.		X	X
No additional cost for emergency/weekend service up to 2-hours per incident.		X	X
Complete infrastructure support including router, network switch and access point installation/management, CAT6 cabling, camera and NVR system installation and support		X	X
Unlimited on-site support up to 2-hours per incident plus 20% discount for on-site support 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
Increased unlimited on-site support up to 4-hours per incident plus 20% discount for on-site time over 4-hours per incident.			X
Regular **Vonahi** WAN penetration testing for comprehensive perimeter security and compliance with scan reporting to validate site security.			X
Monthly Cost per System with one-year term	**$62.75**	**$99.27**	**$139.22**

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

[2] 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 support plans. Splashtop remote access is billed at $4.88 per system if needed.

[3] Microsoft 365/Google Workspace users above **Plan** count are billed at our license cost of $4.88 per user/per month.

Midwest PROTECH LLC
Complete Computer and Network Services

MSP Support Plan Features and Pricing

Features	MSP Support Plan 1 – Basic	MSP Support Plan 2 - Standard
Access Point upgrade/installation	X	X
Router installation, management and replacements	X	X
New or replacement camera installation	X	X
DVR/NVR hard drive replacement	X	X
Supported hardware system upgrades (no computer support)	X	X
New cable installation and termination at both ends including patch panel installation	X	X
Cable management	X	X
Prioritized support over Ad-Hoc support requests	X	X
"Boots-on-the-ground" support for any system your IT department/MSP needs assistance with provided at 20% off regular rate	X	
"Boots-on-the-ground" support for any system your IT department/MSP needs assistance with included		X
Additional tech (to assist primary tech when required)		X
Monitoring of DVR/NVR and network systems for advanced notification of outages or failures		X
Monthly Cost per Site with one-year term	**$62.75**	**$99.27**