❖ Managed IT Services

- ▪ **Core IT Support**
  - Remote Monitoring & Management (RMM): 24/7 monitoring of systems and networks
  - Help Desk Support: Tier 1–3 support for end users
  - On-Site Support: Scheduled or emergency technician visits
- ▪ **Cybersecurity Services**
  - Firewall & Network Security Management
  - Endpoint Protection & Antivirus
  - Security Awareness Training
  - Email Security & Spam Filtering
  - Vulnerability Scanning & Penetration Testing
- ▪ **Cloud Services**
  - Cloud Backup & Disaster Recovery
  - Microsoft 365/Google Workspace Management
  - Cloud Infrastructure Management (AWS, Azure, etc.)
- ▪ **Data Protection & Compliance**
  - Data Encryption & Secure Storage
  - Compliance Support (HIPAA, GDPR, etc.)
  - Audit Preparation & Reporting
- ▪ **IT Consulting & Strategy**
  - Virtual CIO (vCIO) Services
  - Technology Road Mapping
  - IT Budget Planning
  - Hardware Procurement & Lifecycle Management
  - Software Licensing Management

❖ Telephone Answering Service

- **Monthly Base Rate**: See Allied Representatives
  - ♦ *New Account Setup/Programming Fee: $85.00**
- Live person answering service
- Up to 2 office phones
- 2 voicemail boxes

❖ Internet Access

❖ Office Phone Service

- Monthly Fee: Starting $47.50* per line/phone
- 1 office phone with phone line and number
- 1 voicemail box with voicemail-to-email

Plus Tax where applicable