

Service Comparison Chart

<i>Services</i>	Monitoring Services	Managed Services
Workstation and Server Monitoring and Remote Access	✓	✓
Customer Notification of Critical Alerts	✓	✓
Customer Remote Access into Systems	✓	✓
Monthly Reporting on Environment	✓	✓
Online Documentation Shared with Customer	✓	✓
2 Hours Remote Remediation for Non-Critical Issues Per Month*		✓
Patching for Security and Critical Updates		✓
Email Alerts and Call Notifications		✓
3 rd Party Application Patching**		✓
Onsite Quarterly Status Review		✓
AV and EDR Protection		✓
Ransomware Protection		✓
Workstation File Restore and Full Backup Protection		✓
Server File Restore and Full Backup Protection		✓
Historical Restore Points		✓
Monthly Backup Health Reports		✓
24/7 Security Operations Center		✓
Security Awareness Training		✓
Dark Web Monitoring		✓

Additional Services

Harvest – Additional service information and quotes will be made available upon request.

Full Backup Disaster Recovery Solutions	Office 365 Migration and Management
VOIP Phone System Setup and Support	Network and Security Assessment
Network Monitoring and Support	Internal Threat Detection
Diagrams and Documentation	Camera and DVR Setup and Support
Harvest offers standard project work and support in addition to the services listed above.	

Please email info@harvestmsp.com for more information or to setup a free assessment.

*All work after the built-in two hours of managed services is billed at standard rates.

**3rd party patching is limited to standard applications.