
ETM MSP Lite

The ETM MSP Lite Plan offers a quick remote support option, Endpoint Detection & Response (NextGen Antivirus), Endpoint Backup, Endpoint Patching. The end goal of this plan is to offer a secure and recoverable environment in the event of a cybersecurity incident. The base plan includes:

Page | 1

- Remote Support with a Help Desk Ticketing Solution*
 - o Unlimited Help Desk Tickets and faster response
- Endpoint Patch Management**
 - o Endpoints remain updated to prevent vulnerabilities on the network.
- Endpoint Backup Application
 - o Endpoints are protected in the event of lost data or a cybersecurity event.
 - o Storage for the data is an additional cost. See Below.
- NextGen Antivirus
 - o Security that helps prevent Ransomware and Zero Day Attacks
- Support Time
 - o Half hour per month in support. This time does not roll over, but can be used to patch network equipment or address help desk tickets.

Service Level Agreements are the following:

- Response within 4 hours and on-site response within 8 hours when required.

Pricing:

- \$10 per endpoint per month / \$20 per server per month
- \$0.03 per GB per month for backups

* Support is priced at \$80 per hour with 15-minute increments for remote work and 30-minute increments for onsite work. Onsite work includes 15-minute drive time.

** Patch management will be in place for all systems that are not end of life.