

Fusion Tech Solutions IT Partner Support Packages



MANAGED SERVICE PLANS:

Bronze Plan – \$750.00/Month (1-5 User Office Environment)

Services Included:

- Server health and performance monitoring
 - Network infrastructure performance and availability monitoring (routers, firewalls, switches)
 - Standard network security monitoring (daily firewall and security event log reviews)
 - Internet circuit availability and performance monitoring
 - Routine network administration, patch file installations and maintenance
 - Telephone & remote IT helpdesk support (5 Hours/Month)
 - User workstation maintenance and performance optimization (1-5 Workstations)
 - 5% discount off standard service rates towards all non-managed IT consulting and support services
 - Standard IT systems inventory and configuration documentation production and maintenance
- SLA: Guaranteed first response within 1 Hour of notification for all mission critical events. 1 day guaranteed response for all non-mission critical events

Silver Plan – \$1,500.00/Month (5-10 User Office Environment)

Services Included:

- Server health and performance monitoring (1-2 Local or Cloud Servers)
 - Network infrastructure performance and availability monitoring (routers, firewalls, switches)
 - Standard network security monitoring (daily firewall and security event log reviews)
 - Internet circuit availability and performance monitoring
 - Routine network administration, patch file installations and maintenance
 - Telephone & remote IT helpdesk support (10 Hours/Month)
 - User workstation maintenance and performance optimization (5-10 Workstations)
 - 10% discount off standard service rates towards all non-managed IT consulting and support services
 - Standard IT systems inventory and configuration documentation production and maintenance
- SLA: Guaranteed first response within 1 Hour of notification for all mission critical events. 3 Hour guaranteed response for all non-mission critical events



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Gold Plan – \$2,500.00/Month (15-20 User Office Environment)

Services Included:

- Server health and performance monitoring (3-4 Local or Cloud Servers)
- Network infrastructure performance and availability monitoring (routers, firewalls, switches)
- Advanced network security monitoring (daily firewall and security event log reviews + real time security monitoring and intrusion prevention/detection)
- Internet circuit availability and performance monitoring
- Routine network administration, patch file installations and maintenance
- Telephone & remote IT helpdesk support + 1 scheduled 4 hour on-site IT support visit per month (20 Hours/Month)
- User workstation maintenance and performance optimization (20-30 Workstations)
- 15% discount off standard service rates towards all non-managed IT consulting and support services
- Standard IT systems inventory and configuration documentation production and maintenance + professional network schematic diagram production & maintenance
- SLA: Guaranteed first response within .5 Hour of notification for all mission critical events. 1 Hour guaranteed response for all non-mission critical events

Platinum Plan – \$3,750.00/Month (20-30 User Office Environment)

Services Included:

- Server health and performance monitoring (4-6 Local or Cloud Servers)
- Network infrastructure performance and availability monitoring (routers, firewalls, switches)
- Advanced network security monitoring (daily firewall and security event log reviews + real time security monitoring and intrusion prevention/detection)
- Internet circuit availability and performance monitoring
- Routine network administration, patch file installations and maintenance
- Telephone & remote IT helpdesk support + 2 scheduled 4 hour on-site IT support visits per month (30 Hours/Month)
- User workstation maintenance and performance optimization (30-40 Workstations)
- 20% discount off standard service rates towards all non-managed IT consulting and support services
- Standard IT systems inventory and configuration documentation production and maintenance + professional network schematic diagram production & maintenance
- SLA: Guaranteed first response within 15 minutes of notification for all mission critical events. .5 Hour guaranteed response for all non-mission critical event