

SERVICE PLANS	MONITORING & ESCALATION	USER SUPPORT	INFRASTRUCTURE SECURITY	SILVER PLAN	GOLD PLAN
USERS AND WORKSTATIONS					
Workstation monitoring	✓	✓	✓	✓	✓
Alert and escalation filtering	✓	✓	✓	✓	✓
Workstation management		✓		✓	✓
Patch management for Microsoft, Java, Adobe, etc		✓		✓	✓
Antivirus management		✓		✓	✓
Antivirus software included		✓		✓	✓
User support center		✓		✓	✓
Workstation health reports		✓		✓	✓
Mobile device management		✓		✓	✓
NETWORKING					
Network monitoring	✓	✓	✓	✓	✓
Alert and escalation filtering	✓	✓	✓	✓	✓
Firewall management		✓	✓	✓	✓
Internet access monitoring		✓	✓	✓	✓
Network workstation management		✓		✓	✓
Network server management			✓	✓	✓
Site to site network monitoring and management			✓	✓	✓
Public DNS management					✓
Public DNS hosting					✓
VPN user management					✓
Website / web application monitoring					✓
SSL certificate management					✓
INFRASTRUCTURE SERVER					
Network monitoring	✓	✓	✓	✓	✓
Alert and escalation filtering	✓	✓	✓	✓	✓
Resource management for SAN / VMware / Cloud			✓	✓	✓
Linux server management (Physical or VM)			✓	✓	✓
Windows server management (Physical or VM)			✓	✓	✓
Microsoft patch management (automatic deployment)			✓	✓	✓
Antivirus management			✓	✓	✓
Antivirus software included			✓	✓	✓
Backup and archiving management			✓	✓	✓
Server health reports			✓	✓	✓
SERVICE MANAGEMENT					
Active directory					✓
File servers					✓
Terminal servers					✓
Serveurs de terminaux					✓
SQL servers					✓
Messaging and Antispam servers					✓
Skype business servers					✓
CLOUD SERVICES MANAGEMENT					
Office 365 (Messaging)					✓
IT MANAGEMENT					
Virtual CIO			✓	✓	✓
Points of contact with manufacturers				✓	✓
Management of hardware and software assets and support contracts					✓
Material inventory report					✓
Software Inventory Report					✓
Disk Space Report					✓