



## MANAGED SERVICE PLANS

### Fixed Price Per Month

\*Device: PCs and Notebooks

\*\* Onsite Support Limited to HRM

|      |              |       |
|------|--------------|-------|
| Lite | Professional | Elite |
|------|--------------|-------|

| Minimum Contract Duration                 | 12 Months | 12 Months | 36 Months |
|---|-----------|-----------|-----------|
| <b>Monitoring Services</b>                |           |           |           |
| Monitoring & Alerting                     | ✓         | ✓         | ✓         |
| Error & Event Log Monitoring              | ✓         | ✓         | ✓         |
| Drive Space Monitoring                    | ✓         | ✓         | ✓         |
| Application & Database Monitoring         | ✓         | ✓         | ✓         |
| Asset Inventory                           | ✓         | ✓         | ✓         |
| <b>Security Services</b>                  |           |           |           |
| 24x7 Desktop/Server Monitoring & Alerting | -         | ✓         | ✓         |
| Network Firewall Monitoring               | -         | ✓         | ✓         |
| Microsoft Patch Management                | -         | ✓         | ✓         |
| Managed Antivirus and Antispyware         | -         | ✓         | ✓         |
| Security Administration                   | -         | ✓         | ✓         |
| Backup Monitoring & Administration        | -         | ✓         | ✓         |
| Firewall/VPN/Router Management            | -         | ✓         | ✓         |
| <b>Maintenance Services</b>               |           |           |           |
| Remote Server Administration              | -         | ✓         | ✓         |
| User Account Administration               | -         | ✓         | ✓         |
| Printer Driver Management                 | -         | ✓         | ✓         |
| Log File Maintenance                      | -         | ✓         | ✓         |
| <b>Support Services</b>                   |           |           |           |
| Phone & Email Support                     | -         | ✓         | ✓         |
| Remote Control Support                    | -         | ✓         | ✓         |
| **Onsite Support                          | -         | -         | ✓         |
| <b>Advanced Support Services</b>          |           |           |           |
| Priority Response Times                   | -         | ✓         | ✓         |
| Monthly Network Summary Reports           | ✓         | ✓         | ✓         |
| Quarterly Executive Report & Review       | -         | ✓         | ✓         |
| Annual Technology Plans                   | -         | ✓         | ✓         |
| Asset Management                          | -         | -         | ✓         |
| Workstation Support                       | N/A       | Optional  | ✓         |

**For more information on Dymaxion Server Watch**

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