



Managed IT Services Plans

Self management of data security is too complicated for most businesses. We'll simplify the process by implementing, monitoring, testing and reporting on all levels and layers of security.

We can customize our plans to your needs or regulatory requirements. Here are our default plans.

FEATURES	BRONZE	SILVER	GOLD	PLATINUM
Anti-Virus Protection	✓	✓	✓	✓
24x7 Monitoring	✓	✓	✓	✓
Microsoft Patching	✓	✓	✓	✓
Third-Party Patching-100+ Applications	✓	✓	✓	✓
Service Request Portal	✓	✓	✓	✓
8x5 - 9am-5pm Unlimited Remote Support	✓	✓	✓	✓
Monthly Reports/Quarterly Reviews	Option	✓	✓	✓
15% Discount on Labor for Billable Work	Option	✓	✓	✓
User Add/Change/Delete/Permissions	Option	✓	✓	✓
12x5, 6am-6pm Unlimited Remote Support	Option	✓	✓	✓
(4) Hours on On-Site for Contract Items Per Month	Option	✓	✓	✓
Monthly Reports/Annual Budget	Option	Option	✓	✓
Vertical Application Updates/Vendor Liaison	Option	Option	✓	✓
Enterprise Class Email AV/Spam Filtering	Option	Option	✓	✓
Custom Monitoring/Tuning Options	Option	Option	✓	✓
(8) Hours On-Site for Contract Items Per Month	Option	Option	✓	✓
24x7 Unlimited Remote Support	Option	Option	Option	✓
Remote Mobile Device Support	Option	Option	Option	✓
Annual Security Audit	Option	Option	Option	✓
Emergency Service Calls at Regular Rates	Option	Option	Option	✓
After-hours Service at Regular Rates	Option	Option	Option	✓
(12) Hours On-sites for Contract Items	Option	Option	Option	✓



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Bronze Level Plan-

This level is ideal for the companies who may have an IT staff. We can assist and/or free up staff to work on projects and minimize end-user issues. There are enterprise add-on options for internal ticketing and remote monitoring and management. Good for offices with set standard hours of 9am-5pm with low maintenance users.

Silver Level Plan is Bronze Level, Plus-

Four Hours of on-site support included and benefit from extended office hour coverage. Receive detailed monthly status reports of antivirus, patching systems and more. New workstations purchased from SkyPort receive discounted installation.

Gold Level Plan is Silver Level, Plus-

Eight Hours of on-site support included with support for mission critical vertical application software upgrades. We assist with and manage IT related vendors to make sure other initiative are smooth and problem free. Enterprise-class Barracuda Email Anti-virus and Spam filtering services provide additional layers of protection. Our annual technology review and budget creation process will help you be prepared for the future.

Platinum Level Plan is Gold Level, Plus-

Ease of mind with 24x7 support with everything you need for worry free IT and high productivity. We provide you with priority emergency services and after hour support as needed. We will assist users with their mobile devices. PC peripheral installation included (printers, scanners and etc.) so you do not need to worry about added cost when helping your staff be more productive.')

-A few of our à la carte options-

Phishing Testing/Reporting	\$1.50 Per User Per Month
Enterprise Off-Site Email Scrubbing/Encryption	\$3 Per Email Address Per Month + Setup Fee
Security Training	\$3 Per User Per Month
File Access Monitoring/Breach Prevention	\$7 Per Computer Per Month + Setup Fee
Biometric/Two-Factor Authentication	Call for Free Assessment/Quote
Network/Security/HIPAA/PCI Audits	Call for Free Assessment/Quote
HIPAA Policy & Procedures/Compliance	Call for Free Assessment/Quote
There are many other beneficial options based on your specific needed and industry.	Call for Free Assessment/Quote

Call us toll free at (833)-641-1814 to discuss our full managed security services to help you maintain data security, regulatory compliance and peace of mind. We provide a full complement of services including HIPAA/HITECH policies, audits and compliance services. You can request information here on our website: www.skyport-it.com.

**We Don't Just Manage Data Security.
We Fortify I.T.**