



Key ✓ = Included ● = Optional - = Not Included

ALIGN TECHNOLOGY WITH YOUR BUSINESS	TOTAL MANAGED CARE	REMOTE MANAGED CARE	SERVER MANAGED CARE	SECURITY MANAGED CARE
Guaranteed Service Response Times (SLA)	✓	✓	✓	✓
Workstation Monitoring, Automation, Patching and Updates	✓	✓	✓	✓
Server Monitoring, Automation, Patching and Updates	✓	✓	✓	✓
Nextgen Anti-virus and Endpoint Protection	✓	✓	✓	✓
Email Filtration and Failover	✓	✓	✓	✓
Firewall Management, Support, Backup and Updates - Automated Updates and Patches - Firewall Hardware Replacement Within One Business Day (if firewall is the current NENS standard)	✓	✓	✓	✓
Dedicated Account Management and Strategy Reviews (if agreement exceeds \$1,000 per month)	✓	✓	✓	✓
Network Documentation	✓	✓	✓	-
Technology Vendor Coordination	✓	✓	✓	-
Remote Server and Infrastructure Management and Support - Including Remote Server Administration, Router and Switch Support	✓	✓	✓	-
Remote End User Support - Including Desktop and Mobile Device Support	✓	✓	-	-
Onsite Desktop and Mobile Device End User Support*	✓	-	-	-
Onsite Server, Infrastructure and Firewall Support*	✓	-	-	-
Adds, Moves and Changes	✓	-	-	-
Cloud Backup and Disaster Recovery	●	●	●	●
Enhanced Email Security, Archival and Encryption	●	●	●	●
Block Agreements (prescheduled visits) Per Month	●	●	●	●
Project Services, Project Management, Consulting	●	●	●	●
Advanced Cybersecurity Services	●	●	●	●
Discount Engineering and Project Hourly Rate	10%	7%	5%	NA

\* If issues cannot be resolved remotely. If a regular onsite visit is desired please talk to your sales rep about a block agreement.

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