



	scout	sentinel	watchman	ranger	
INFRASTRUCTURE	24-7 Remote monitoring	✓	✓	✓	✓
	24-7 Monitoring emails	✓	✓	✓	✓
	24-7 Monitoring phone calls	flat monthly fee	flat monthly fee	✓	✓
	End point security	flat monthly fee	✓	✓	✓
	Patch & service pack mgmt	flat monthly fee	✓	✓	✓
	Ongoing asset management	flat monthly fee	✓	✓	✓
	Spyware monitoring & removal	flat monthly fee ¹	flat monthly fee	✓	✓
	Daily server backups	flat monthly fee ²	flat monthly fee ²	✓	✓
	Software upgrades (general)	discounted hourly rate	discounted hourly rate	✓	✓
	Line of business application package	discounted hourly rate	discounted hourly rate	flat monthly fee	flat monthly fee
	Storage server provided & installed (up to 2TB)	custom pricing	custom pricing	✓	✓
	> 2TB server storage	custom pricing	custom pricing	custom pricing	custom pricing
Ongoing IT policy enforcement bundle	flat monthly fee	✓	✓	✓	
Vendor liaison	discounted hourly rate	discounted hourly rate	✓	✓	
SUPPORT	Service Desk access	✓ (2 contacts)	✓ (2 contacts)	✓ (3 contacts)	✓ (4 contacts)
	Phone/remote support time <i>included</i>	10 ³	20 ³	<i>unlimited</i>	<i>unlimited</i>
	On-site support time <i>included</i>	-	-	30 ³	60 ³
	Virus removal and cleaning	discounted hourly rate	discounted hourly rate	✓ ⁴	✓ ⁴
	Warranty hardware breakdown revival	discounted hourly rate	discounted hourly rate	✓ ⁴	✓ ⁴
	Non-warranty hardware revival	discounted hourly rate ⁵	discounted hourly rate ⁵	✓ ^{4,5}	✓ ^{4,5}
	On-site server recovery-complete disaster	discounted hourly rate	discounted hourly rate	✓ ⁴	✓
	Remote server recovery-complete disaster	discounted hourly rate	discounted hourly rate	✓ ⁴	✓
	Site printer maintenance, as needed	discounted hourly rate ⁵	discounted hourly rate ⁵	✓ ^{4,5}	✓ ^{4,5}
Network device management, as needed ⁵	discounted hourly rate ⁵	flat monthly fee ⁵	flat monthly fee ⁵	flat monthly fee ⁵	
STRATEGY	Quarterly Executive Bus. Reviews (EBR)	✓ (email)	✓ (email)	✓ (web review)	✓ (on site review)
	Monthly Operation Report (MOR)	✓ (email)	✓ (email)	✓ (web review)	✓ (on site review)
	Annual on-site Executive Bus. Review (EBR)	✓ (on site meeting)	✓ (on site meeting)	✓ (on site meeting)	✓ (on site meeting)