

## Selected Services

### Managed IT

As an MSP (Managed Service Provider) and MSSP (Managed Security Service Provider) we support, repair and maintain **hardware, software, networks, applications and the cloud** via proactive, ongoing and regular on-site or remote support – plus active administration of all resources.

### Cybersecurity

We effectuate proactive approaches for your business to protect against **malware, spyware, ransomware, bloatware**, and others that steal or manipulate information, destroy data, extort money, or simply disrupt your operations.

### Email Hosting

We will provide **next generation** email hosting by partnering with Microsoft and using their cloud base 365 Business Basics package. Providing uncompromising **security** and **reliability** at an incredible cost.

### Switchboard Plus

A **cloud-based phone system** – built from the ground up. It's not only designed to help unify your communications, there is a considerable reduction of costs as well. Some of the features our clients enjoy include: **IVR, call recording, call queues, voicemail-to-email, text-to-email, hold music and cloud reliability.**

### Managed Network

We will build, manage, fortify and configure **routers, switches, access points, firewalls & uninterruptible power supplies.** Ensuring security updates and provisioning client change requests in a timely manner.

### SOCaaS

Our command center is staffed with industry **information technology (IT) veterans** with expertise in **infosec** and **appsec**. In short, we monitor, analyze, and protect your company from cyber attacks.

### Website Hosting

Providing highly **scalable** website hosting using best in industry security practices. All while using the **cloud** to provide unmatched website **reliability, uptime** and best in class **maintenance.**

### Complete Endpoint Management

We manage **Windows, Linux and OSX environments** and your organization is provided comprehensive **Endpoint Detection and Response (Anti-Virus, Anti-Malware, Anti-Spyware, & Anti-Rootkit) methodologies.** Moreover, our **24x7x365 IT helpdesk** support is always available with actionable responses within the contracted SLA times. Patch management, workstation monitoring, asset management, and tuning are all encompassing.

## Our Advantage



Scalable model that provides a personal solution for every client.

Systems uniquely designed to protect an organization's network, cloud, web and endpoints from cyber threats, while simultaneously allowing for the simple modification or configuration to meet the changing needs of your organization.



Client relationship management with highly adoptable tech solutions.

The CGCG incident resolution service is our sophisticated, highly effective and efficient regimen, used to rapidly identify and address incidents as they occur. This may involve the use of advanced technologies and processes to quickly assess the nature and scope of an incident, and to determine the appropriate course of action to resolve it. Our specialized skills and expertise further help identify and address complex or nuanced incidents, and to minimize the impact of an incident on your organization.



24x7x365 Protection

Continuous monitoring of your organization's assets for security threats and vulnerabilities. This may involve the use of specialized software and hardware systems, as well as trained personnel, to constantly inspect the systems for indicators of compromise.



CGCG 7-Layer Cyber Armor System™

Our proprietary approach is an essential part of an organization's overall security strategy, as it helps to protect against a wide range of threats and enables your organization to operate securely and effectively.

# Service level agreement (SLA)

## Hours of Services

Service Response Category	Service Response Availability
Network Management and Monitoring	24 Hours a Day / 365 Days a Year
Remote / Onsite User Support & Help Desk	8:00AM - 6:00PM EST, Mon - Fri
Emergency Remote / Onsite Support	24/7, as needed

## Response Time

Service Description	Severity	Response Time	Escalation Threshold	After-Hour Threshold
<b>Emergency</b> Executive level user issues; Global issues affecting all users; Internet or Server Down	1	<4 Hour	4 Hour	12 Hour
<b>Significant</b> Upper level user issues; Issues that affect several users	2	8 Hour	12 Hour	24 Hour
<b>Interruption</b> Single user issues and non-critical service requests	3	24 Hour	24 Hour	24 Hour

## Support Escalation Process

Support Tier	Description
Tier 1	Trouble ticket created identifying and documenting the issue. Basic troubleshooting of hardware and software initiated. All support incidents begin in Tier 1.
Tier 2	Hardware and software issues of increased complexity are escalated to more experienced engineers.
Tier 3	Escalation to Tier 3 includes collaboration with vendor-specific hardware/software support on client's behalf to resolve the most complex issues.

# Schedule of Services

Service Description	Total
Client Onboarding	\$5,000
Discount – As per Nick (75%)	\$3,750
<b>Total Setup Costs</b>	<b>\$1,250</b>

Service Description	QTY	Unit Cost	Total
<b>Managed Services</b>			
Fully-managed Workstations – 24-hour SLA	13	\$49.97	\$649.61
Fully-managed Network Devices – 24-hour SLA	7	\$19.97	\$139.79
Switchboard Plus – Server Maintenance	1	\$399.97	\$399.97
Website Hosting	1	\$149.97	\$149.97
<b>Total Monthly - Managed Services</b>			<b>\$1,339.34</b>
<b>O365 Email Migration</b>			
Microsoft 365 Business Basic - License	13	\$6.00	\$78.00
<b>Total Monthly - Billed by Microsoft</b>			<b>\$78.00</b>
<b>Network Upgrade + Configuration</b>			
UniFi UDM SE - Secured firewall + gateway	1	\$599.99	\$599.99
UniFi 24 Port Switch	1	\$429.99	\$429.99
UniFi 8 Port Switch	2	\$129.99	\$259.98
UniFi WiFi 6 Long Range AP	3	\$199.99	\$599.97
Installation Labor	-	-	\$999.97
<b>Total - Network Install + Configuration</b>			<b>\$2,889.90</b>
<b>Phone System Migration</b>			
Sangoma P325 - IP Deskphone	8	\$119.99	\$959.92
<b>Total - Desk Phones - One Time</b>			<b>\$959.92</b>

## **Considerations**

Our Managed IT pricing is based on an approximately Fifteen (15) employee organization.

Payment to be made no later than five (5) business days after the invoice date for each month's service (ACH/Wire payments preferred).

We will also provide clear strategy as well as a deployment schedule for the following areas (if applicable):

- Endpoint Detection and Response (EDR)
- Proactive Maintenance
- Automated Patching
- Web Protection
- Tuning & Optimization
- Asset Management
- Email Management and Hosting through Microsoft 365
- Website migration, hosting, and maintenance