

ALLIED INSIGHT



BRONZE



SILVER



GOLD



PLATINUM

SERVER MANAGEMENT PLANS:	BRONZE	SILVER	GOLD	PLATINUM
24/7/365 Monitoring and Support				
Service Availability Monitoring	✓	✓	✓	✓
Key Metric Monitoring (Drive Space, CPU, Memory, Disk IO and Page File)	✓	✓	✓	✓
Event Log Monitoring	✓	✓	✓	✓
Phone and Remote Control Support	✓	✓	✓	✓
Emergency After-Hours Support ²	✗	✗	✓	✓
Unlimited On-site Support ³	✗	✗	✗	✓
Management				
Online Asset Management	✗	✓	✓	✓
Online Case Management	✗	✓	✓	✓
Printer Setting Management	✗	✓	✓	✓
Security				
Virus Definition and Prevention	✓	✓	✓	✓
User Account Administration	✓	✓	✓	✓
Security Administration	✓	✓	✓	✓
Security Updates	✓	✓	✓	✓
Strategic Planning				
Executive Report	✗	✓	✓	✓
Quarterly Business Review	✗	✓	✓	✓
Vendor Liason	✗	✗	✗	✓
Monthly Fee:	Call for pricing / Server	Call for pricing / Server	Call for pricing / Server	Call for pricing / Server
Server Applications				
Blackberry Enterprise Server ⁴	"	"	"	"
Microsoft Exchange Maintenance and Administration	"	"	"	"
Microsoft SQL Management Administration	"	"	"	"

⁴for up to 5 users (Each additional users extra/month)

²6 p.m. to 8 a.m., M to F, Sat/Sun

³Project work not included