









Products and Services	TM BASE	TM OFFICE	TM COMPLETE
 Monitoring & Support Services			
24 x 7 Monitoring & Alerting (Any Device Type)	✓	✓	✓
Asset Management & Inventory	✓	✓	✓
Asset Licensing Compliance Management	✗	✓	✓
Reactive Maintenance (no preventive maintenance performed)	✓	✗	✗
Proactive, Preventive Maintenance	✗	✓	✓
Security, Critical and Application Patching	✗	✓	✓
Remote Phone Support (✗ = standard hourly rate)	✗	✓	✓
Remote Phone Support - Unlimited	○	✗	✓
Onsite Proactive Service Schedule (Monthly)	✗	○	✓
Onsite Support	✗	✗	○*
Online Support and Ticketing System	✗	✓	✓
Monthly Support Reporting and Metrics	✗	✓	✓
 Network & Systems Administration			
Network and Security administration <ul style="list-style-type: none"> • Firewalls and networking equipment • Servers and Applications • Hosted and Cloud Services 	✗	✓	✓
Best Practices Recommendation & Audit	✗	✓	✓
Monthly Execution & Risk Reports	✗	✓	✓
 Management & Administrative Services			
Policy and Procedure Development	✗	✗	✓
Strategy & Business Impact Analysis	✗	✗	✓
Budget Assistance & Preparation	✗	✗	✓
Quarterly Executive Summary	✗	✓	✓
Onsite Business Reviews	✗	✗	✓
Onsite Annual Overview	✗	✗	✓
Legend ✓ Included ✗ Not available in this package ○ Optional ○* Optional, included in special packages			

Products and Services	TM BASE	TM OFFICE	TM COMPLETE
 Security & Compliance Services			
Mobile Device Management	x	○	✓
Managed Firewall	x	○	✓
Managed VPN	x	○	✓
Monthly Security & Vulnerability Risk Assessments	x	○	✓
Managed PCI or HIPAA Compliance Assessments	x	○	○*
 Endpoint Security <ul style="list-style-type: none"> • Antivirus • Web protection • Antispyware/Antimalware • Content Filtering 	x	✓	✓
 Email Security, Archiving and Disaster Recovery <ul style="list-style-type: none"> • Content and Compliance Filtering • Up to 30 year archiving • Antivirus/Antispam • Business Continuity/Disaster Recovery 	x	✓	✓
 Security Awareness Training & Testing <ul style="list-style-type: none"> • Email phishing campaigns test employees • Kevin Mitnick (world's most wanted hacker) employee training curriculum • Videos can be assigned/required for employees • Vishing campaigns (voice mail phishing) • Physical USB tests • Enhances security awareness • One-time annual cost per employee or included in the TM COMPLETE package 	○	○	✓

Cloud & Hosting Services			
Microsoft Office 365 Licensing (Business Premium) <ul style="list-style-type: none"> • Microsoft Office – each license 5 devices • Sharepoint Online • Skype for Business 	x	x	✓
 Secure File Synchronization <ul style="list-style-type: none"> • Cloud-Enable your file server • Mobile app access • Securely and easy sharing • Eliminate VPN • Sync files across all devices • Windows, Apple, Android support 	○	○	✓
 Hosted Datacenter <ul style="list-style-type: none"> • Move your servers to our secure cloud • Stable, secure environment • Application hosting • Administrative access if required • Full Management available 	○	○	○
Website Hosting & Maintenance	○	○	✓
 Backup, Disaster Recovery & Business Continuity			
Managed Backup <ul style="list-style-type: none"> • Local and cloud backup • Reduced backup time • Archival capabilities • Flexible backup/recovery options including physical, bare metal, virtual • Data encrypted and secured end-to-end • 99.999% uptime guarantee • 24x7 physical security • Virtual Disaster Recovery • Worldwide datacenters 	○	✓	✓
Legend ✓ Included x Not available in this package ○ Optional ○* Optional, included in special packages			

Products and Services	TM BASE	TM OFFICE	TM COMPLETE
 Voice (Phone), Video & Web Communications			
Feature-rich Enterprise Cloud Phone System <ul style="list-style-type: none"> • Standard Features – call forward, voicemail, routing, etc • Music on hold (advertising option) • Call-tree/Auto-attendant – press 1 for sales, 2 for AP, etc • Unlimited extensions and presence indication (see status of others in the office) • Voicemail to email • Inbound fax to email • Low cost phones • Intercom/paging • Central phonebook • Call recording • Web-based management • Click2call • Call reporting • Receptionist/switchboard, time of day routing • No move, add or change fees • Multiple integrations with external applications and systems • Hotel and Call Center Optional Modules • Fully managed, no hardware to support • Web Conferencing included • Mobile app (iPhone, Android, Windows) • Audio and Video conferencing • Mobility softphone for your laptop or remote home office desktop • No cost dialing between extensions 	○	○	○*
Internet and Communications (Optional)			
Broadband Private Lines MPLS Voice/SIP service Phone Lines	○	○	○
Legend ✓ Included ✕ Not available in this package ○ Optional ○* Optional, included in special packages			