

Managed Network Proposal

Prepared For:

CUSTOMER LOGO

CUSTOMER NAME

200 West Pender Street

Suite 100

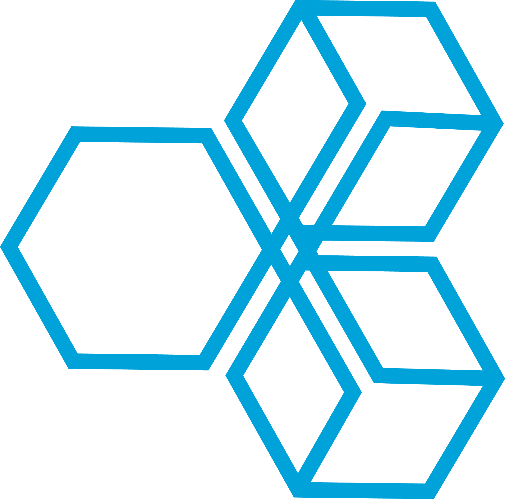
Vancouver, BC V6C 2X1

**About Revotech Networks**

Revotech Networks offers remote, on site IT services to small and mid-sized customers. Services are provided “as needed” and by contract. Revotech Networks is a well-established, reliable partner, in an industry rife with spotty quality and vendors who come and go quickly. We also have partner relationships throughout Canada and the US, offering superior, affordable computer repairs, upgrades, troubleshooting, training, and networking that are within everyone’s reach.

John Yensen is the owner of Revotech Networks. He is an IT industry veteran, with many years in management positions, as well as hands-on experience working in the field. His true passion for technology has lead him to form Revotech Networks. Along with our partners Revotech Networks brings a combination of skills and knowledge rarely available to small business owners. Revotech Networks takes pride guiding customers through technology decision making that will last with the customer’s growth and be expandable to meet customers changing needs. Revotech Networks offers sound business options first, and supports them with appropriate, cost effective, technology.

In summary, Revotech Networks is delighted to offer its services to you and your company. We believe that we can provide you and your company with the level of support needed to continue its success and growth, while offering a mix of technology and technical help that would be difficult to find even at 3 or 4 times the annual cost.



**Service Delivery Methods and Benefits**

Revotech Networks is a Managed Service Provider. We require that at a minimum our clients have their servers and workstations actively managed and monitored. We also require that a Datto backup system be used to backup the servers both onsite and into the cloud. This helps prevent issues before they are able to cause downtime and facilitates a better experience for our clients.

**Managed Services Benefits**

* Top priority Scheduling.
* 4 hour or less support response when needed.
* Anti-Virus software included.
* Remote Access to your PC included with Monitoring.
* Systems documentation to accelerate maintenance, track issues and speed problem resolution.

**Service Matrix**

|  |  |  |
| --- | --- | --- |
| Delivery | Advantage | Cost |
| Fully Managed Services Plan | * Includes Managed Services Benefits * Reduced downtime & may eliminate need for an onsite visit * PC’s and Servers receive approved Windows Updates. * Includes Antivirus software if needed. * Proactive approach to network support * Predictable IT support costs * Quarterly IT Review Meeting and Budget planning * Monthly Reports on network status * Access to all documentation on file through web portal * Unlimited Support for users\* | Unlimited Support\* |

\*Unlimited support includes support for users and servers outside of projects. Includes 5 new workstation setups per quarter.

**Managed Services Overview**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Full MSP Plan | |
| *Server Monitoring 24X7* | *Included* | |
| *Backup and Disaster Recovery* | *Included* | |
| *Cloud Sync Software (access your file server from anywhere including mobile)* | *Included* | |
| *Customer Remote Access* | *Included* | |
| *Windows Patch Management* | *Included* | |
| *Office365 Backup and Archiving* | *Included* | |
| *Office365 Business Premiun License (Office Software and Email)* | *Included* | |
| *Monitored Anti-virus* | *Included* | |
| *3rd Party Patch Mgmt. (adobe, chrome ect.)* | *Included* | |
| *Consultations* | *Included* | |
| *Mobile Device Management* | *Included* | |
| *4 hour or less Response* | *Included* | |
| *Enterprise password Management Software* | *Included* | |
| *Device Hardware and Software updates* | *Included* | |
| *Enhanced Security – Content Filtering* | *Included* | |
| *Warranty Tracking* | *Included* | |
| *Quarterly IT Review and Budget meetings* | *Included* | |
| *Advanced spam and threat protection* | *Included* | |
| *Unlimited Support\** | *Included* | |

**Features**

\*unlimited support includes 5 new workstation installs per quarter and all daily support tasks. Projects are outside of the unlimited support scope and will be discussed with the client before work is performed.

**Recommendation, Pricing & Selection**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Full MSP Plan | |
| *PC* |  | $125/month | |
| *Server* |  | $150/month | |
|  |  | |

**Plan Fees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Unit | Rate | | Count | Fee |
| Server | $150 | | 0 | $0.00 |
| PC | $125 | | 5 | $625.00 |
| Other Device\* | $15 | | 0 | $0.00 |
| On/Off-site Backup | $0 | | 0 | $0 |
|  |  | **Monthly Fee** | | **$625.00** |
|  |  |  | |  |

**Full MSP Plan**

Note: Rates quoted represent our best efforts and are based on information provided.