



IT MANAGED SERVICE PROVIDER PLANS

OVERVIEW PLANS	REMOTE SUPPORT		REMOTE & ON-SITE SUPPORT		
	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Price (Users + Computers + Addons)	\$25 User/Month \$85 Computer/Month	\$35 User/Month \$90 Computer/Month	\$45 User/Month \$100 Computer/Month	\$55 User/Month \$105 Computer/Month	\$85 User/Month \$115 Computer/Month
IT Support Availability (Workforce)	Remote: 8x5 On-Site: - No Coverage	Remote: 24x7 On-Site: - No Coverage	Remote: 8x5 On-Site: 8x5	Remote: 24x7 On-Site: 8x5	Remote: 24x7 On-Site: 24x7
IT Support SLA (Response & First Attempt)	Remote: SBD On-Site: - No Coverage	Remote: 0-6 Hours On-Site: - No Coverage	Remote: 0-4 Hours On-Site: SBD/NBD	Remote: 0-3 Hours On-Site: SBD	Remote: 0-2 Hours On-Site: 0-8 Hours
On-Demand IT Discounts	2%	4%	6%	8%	10%
Minimum Computers	10+	15+	10+	15+	50+

HARDWARE					
HARDWARE PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
ISP Device (Router / Modem / Switch)	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office
Router	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office
Network Switch	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office	<input checked="" type="checkbox"/> 8/Office	<input checked="" type="checkbox"/> 10/Office
Wireless Access Point	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office	<input checked="" type="checkbox"/> 8/Office	<input checked="" type="checkbox"/> 10/Office	<input checked="" type="checkbox"/> 12/Office
Network Controller	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office
PBX Appliance	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 2/Office
Network Appliance (VPN / Anti-SPAM)	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 2/Office
Storage Appliance (DAS / SAN / NAS)	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 2/Office
Computer (Business)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Computer (Personal)	- On-Demand IT	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> 1/User, * Remote IT Support Only	<input checked="" type="checkbox"/> 1/User, * Remote IT Support Only
Office Phone	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User
Cellphone (iOS / Android)	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User
Tablet (iOS / Android)	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User
Handheld Device (WMS / ERP)	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User	<input checked="" type="checkbox"/> 1/User
Scanner	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office	<input checked="" type="checkbox"/> 8/Office
Printer	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office	<input checked="" type="checkbox"/> 8/Office	<input checked="" type="checkbox"/> 10/Office	<input checked="" type="checkbox"/> 12/Office
Time Clock	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office
Credit Card Machine	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office
Fax Machine	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 1/Office	<input checked="" type="checkbox"/> 2/Office
IoT (GPS / Smart TV / Thermostat / Alarm / Camera / Voice Assistant)	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 2/Office	<input checked="" type="checkbox"/> 4/Office	<input checked="" type="checkbox"/> 6/Office	<input checked="" type="checkbox"/> 8/Office
Monitor	<input checked="" type="checkbox"/> 2/Computer	<input checked="" type="checkbox"/> 2/Computer	<input checked="" type="checkbox"/> 4/Computer	<input checked="" type="checkbox"/> 6/Computer	<input checked="" type="checkbox"/> 8/Computer
Battery Backup (UPS)	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Peripherals	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/> * Remote IT Support Only	<input checked="" type="checkbox"/>

EXTEND YOUR COVERAGE BY ADDING MORE DEVICES TO ANY PLAN! VISIT ITOFUS.COM/MSP-MORE-HARDWARE FOR DETAILS.

HARDWARE SERVICES					
HARDWARE SRV. PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Failed Parts Replacements	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> * Servers Only	<input checked="" type="checkbox"/> * Servers and Computers Only	<input checked="" type="checkbox"/> * All Covered Hardware
Hardware Replacements	- On-Demand IT	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> * Computers Only	<input checked="" type="checkbox"/> * Computers and Printers Only



HARDWARE ADD-ONS					
HARDWARE PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Firewall	\$100 <small>Device/Month</small>	\$125 <small>Device/Month</small>	\$150 <small>Device/Month</small>	\$185 <small>Device/Month</small>	\$200 <small>Device/Month</small>
Server (Physical)	\$185 <small>Device/Month</small>	\$200 <small>Device/Month</small>	\$250 <small>Device/Month</small>	\$285 <small>Device/Month</small>	\$300 <small>Device/Month</small>
Server (Virtual)	\$185 <small>Device/Month</small>	\$200 <small>Device/Month</small>	\$225 <small>Device/Month</small>	\$250 <small>Device/Month</small>	\$285 <small>Device/Month</small>
Mainframe (Physical)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	\$985 <small>Cabinet/Month</small>
Surveillance Recorder	\$45 <small>Device/Month</small>	\$65 <small>Device/Month</small>	\$85 <small>Device/Month</small>	\$105 <small>Device/Month</small>	\$125 <small>Device/Month</small>
Point of Sale Station	\$85 <small>Device/Month</small>	\$100 <small>Device/Month</small>	\$125 <small>Device/Month</small>	\$150 <small>Device/Month</small>	\$185 <small>Device/Month</small>

SOFTWARE					
SOFTWARE PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Firmware & Drivers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Apple Mac OS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Red Hat Enterprise Linux	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ubuntu OS Linux	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Linux (Debian / CentOS / Other)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unix (HP-UX / Solaris / Other)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>
Office Suite (Microsoft / Apple / Google)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Local Applications (End-User Computer)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On-Premises Applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hybrid Cloud Applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SaaS Applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

MANAGED SERVICES					
MGMT. SRV. PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
IT Support Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Maintenance Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Procurement Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Documentation (Live Access)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Policies (Custom)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Procedures (Custom)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CIO / CTO Account Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ISP Account Management	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Domain (DNS Records and Blacklists Mgmt.)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Website (Hosting Mgmt.)	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft 365	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Google Workspace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cloud Email Providers (TPV)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Backups and Restore	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Replication and HA	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	- <small>On-Demand IT</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Anti-Virus / EDR (Includes License)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Passwords & Secrets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SSO / IAM / RBAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Storage & Sharing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IM & Phone System	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Access / VPN / ZTNA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile Device Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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MANAGED SERVICES ADD-ONS					
MGMT. SRV. PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Secure Private Email System	- On-Demand IT	- On-Demand IT	\$5 Mailbox/Month	\$10 Mailbox/Month	\$15 Mailbox/Month
Access Control System	- On-Demand IT	- On-Demand IT	\$10 Door/Month	\$15 Door/Month	\$20 Door/Month
Conference Room Mgmt.	- On-Demand IT	- On-Demand IT	\$50 Room/Month	\$85 Room/Month	\$100 Room/Month
IT Disaster Recovery Mgmt.	- On-Demand IT	- On-Demand IT	\$100 Office/Month	\$150 Office/Month	\$300 Office/Month
IT Business Continuity Mgmt.	- On-Demand IT	- On-Demand IT	- On-Demand IT	\$500 Account/Month	\$850 Account/Month
XDR / SOC <small>Monitoring and Response (Includes License)</small>	\$35 Device/Month	\$35 Device/Month	\$35 Device/Month	\$35 Device/Month	\$35 Device/Month
Vulnerability Assessment <small>(Includes License)</small>	\$10 Device/Month. <small>*Requires OS</small>	\$10 Device/Month. <small>*Requires OS</small>	\$10 Device/Month. <small>*Requires OS</small>	\$10 Device/Month. <small>*Requires OS</small>	\$10 Device/Month. <small>*Requires OS</small>
Vulnerability Remediation <small>(Includes License)</small>	- On-Demand IT	- On-Demand IT	- On-Demand IT	\$15 Device/Month. <small>*Requires OS & VM</small>	\$15 Device/Month. <small>*Requires OS & VM</small>
Public Cloud IT Support	16% Bill/Month	15% Bill/Month	14% Bill/Month	13% Bill/Month	12% Bill/Month

MAINTENANCE					
MAINTENANCE PLANS	BASIC	BASIC+	STANDARD	PREMIUM	ENTERPRISE
Firmware Updates	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
Driver Updates	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
OS Updates and Patches	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
Desktop OS Upgrades	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
Server OS Upgrades	- On-Demand IT	- On-Demand IT	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> Supervised
Applications Updates <small>(RMM)</small>	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated & Supervised
Applications Updates <small>(Specialized)</small>	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
AV / EDR Security Scans	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated	<input checked="" type="checkbox"/> Automated & Supervised
Multi-Point Security Baseline <small>(Organization)</small>	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> Supervised	<input checked="" type="checkbox"/> Supervised	<input checked="" type="checkbox"/> Supervised
Multi-Point Security Hardening <small>(Organization)</small>	- On-Demand IT	- On-Demand IT	- No Coverage. On-Demand IT	<input checked="" type="checkbox"/> Supervised	<input checked="" type="checkbox"/> Supervised
Hardware Status Inspection	- On-Demand IT	- On-Demand IT	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
Reporting and Analytics	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Upon IT Support Request	<input checked="" type="checkbox"/> Automated & Supervised	<input checked="" type="checkbox"/> Automated & Supervised
Supervised Maintenance Recurrence	Quarterly	Quarterly	Quarterly	Monthly	Monthly
Automated Maintenance Recurrence	Monthly	Monthly	Weekly	Weekly	Daily