



INTRINIUM™

NETWORKS / IT SECURITY



Managed Services Plan and Services Guide



Managed Services

Managed services are a synonym for outsourced IT services. Intrinium offers a full range of managed services to organizations of all sizes. The primary goal of Managed Services is to allow your organization to experience the stability and productivity of reliable IT through fixed-cost services and predictable monthly charges. Designed as a "set it and forget it" service, Intrinium's managed service plans include a full suite of common services to take the headache and complexity out of your IT management strategy.

Why Choose Managed Services?

Intrinium's clients utilizing managed services realize the following benefits:

- ◇ 24x7 network monitoring and reporting
- ◇ Integrated ticketing and service request system
- ◇ Single provider for management and maintenance of most IT needs
- ◇ Predictable costs for IT management
- ◇ Reduced total cost of ownership (TCO)

More Information

Need more information? View our plan breakdown below or contact us at:

Phone: 866.461.5099

Web: www.intrinium.com

E-mail: info@intrinium.com



Managed Services Plans

The following table describes the services included in our managed services programs. Contact us for more information regarding our pricing. A representative will be happy to assist you with designing a solution that's perfect for your needs.

	Express	Professional	Ultimate
Monitoring	Free	Full	Full
24x7 Alerting	Basic*	Full*	Full*
Monthly System and Network Reporting	None	Monthly	Monthly
Service Level Agreement (SLA)	N/A	Default	Priority
Non-IT Management Rates	Standard Rates	20% Discount	30% Discount
Policy Design and Management	N/A	Non-IT Management Rates (20% Discount as above)	Included
Microsoft Patch Management (pre-tested and approved by Intrinium)	N/A	Included	Included
Third-Party Patch Management (Approved software only)	N/A	\$5/device/month	Included
Preventative Maintenance	None	Offsite Only	Offsite and Onsite
Client Access Portal for User Support Requests/Ticketing	Included	Included	Included
Help Desk Support (Phone, Email, Client Access Portal)	Standard Hourly Rates	Unlimited	Unlimited
Onsite Support	Standard Onsite Hourly Rates	Allotted Hours Dependent Upon Device Count	Unlimited
Remote Management Tools Access**	N/A	1 user included, \$5/user/month additional	Unlimited
TaskFire (Shared Service Desk)**	N/A	\$60/user/month	\$50/user/month
IT Reviews	N/A	Quarterly	Monthly
Disaster Recovery Testing	N/A	Non-IT Management Rates (20% Discount as above)	Non-IT Management Rates (30% Discount as above)
Internal Vulnerability Scanning	N/A	Non-IT Management Rates (20% Discount as above)	Quarterly
External Vulnerability Scanning	N/A	Non-IT Management Rates (20% Discount as above)	Quarterly
Real Time Compliance Scanning (PCI, SOX, MASS 201, HIPPA, FISMA, GLBA)	N/A	\$6.00/Device/Month	\$5.00/Device/Month
Cloud Based SPAM Filtering	N/A	\$1/Mailbox/Month	Unlimited
Intrinium Cloud Backup	\$1.50/GB/Month	\$1.25/GB/Month	\$1.00/GB/Month
Managed Endpoint Security AntiVirus, AntiSpam, Intrusion Prevention, AntiMalware	\$2.00/Device/Month	\$1.50/Device/Month	Included

* With basic alerting, alerts will be sent automatically to the designated client contact. With Full alerting, Intrinium resources automatically review and respond to alerts, providing resolution prior to issues affecting managed systems, whenever possible.

** For use by in-house IT personnel or other designated internal users