

TECH WIZARDS SERVICE PLAN COMPARISON CHART

TECH WIZARDS SERVICE PLANS	BEST PLAN	BETTER PLAN	GOOD PLAN	STARTER PLAN	NO PLAN
	Total IT Management Magic	Advanced IT Management Magic	Standard IT Maintenance Magic	Basic IT Monitoring Magic	Break/Fix Support
SERVICE HOURS AND LABOR RATES					
Regular Business Service Hours	Mon-Fri 8 am to 5 pm	Mon-Fri 8 am to 5 pm	Mon-Fri 8 am to 5 pm	Mon-Fri 8 am to 5 pm	Mon-Fri 8 am to 5 pm
Regular Service Hourly Labor Charge (business rate)	Included	Included	\$140 (\$35.00/Qtr Hr)	\$150 (\$37.50/Qtr Hr)	\$160 (\$40.00/Qtr Hr)
Minimum Labor Charge - On-Site (per incident)	None (N/A)	None (N/A)	1 Hour	1 Hour	1 Hour
Minimum Labor Charge - In-Shop/Remote Support (per incident)	None (N/A)	None (N/A)	\$50.00	\$50.00	\$50.00
Prepaid Blocks Of Hours Discount Available	None (N/A)	None (N/A)	Up to 25%	Up to 20%	Up to 20%
Emergency Service Fee (during regular business hours)	None (N/A)	None (N/A)	\$25 Extra Charge	\$50 Extra Charge	\$100 Extra Charge
On-Site Trip Charge (per incident)	\$0.00	\$50.00	\$20.00	\$25.00	\$40.00
Pick-Up/Delivery Charge for In-Shop Service	\$0.00	\$75.00	\$35.00	\$40.00	\$50.00
Non-Business Service Hours (limited by technician availability)	M-F 5 to 9 pm Sat 9 am to 5 pm	M-F 5 to 9 pm Sat 9 am to 5 pm	M-F 5 to 9 pm Sat 9 am to 5 pm	M-F 5 to 9 pm Sat 9 am to 5 pm	M-F 5 to 9 pm Sat 9 am to 5 pm
Non-Business Service Hours Labor Rate (for scheduled service)	\$0.00	\$100 (\$25/Qtr Hr)	\$160 (\$40/Qtr Hr)	\$175 (\$43.75/Qtr Hr)	\$200 (\$50/Qtr Hr)
Non-Business Service Hours Emergency Service Labor Rate	\$100 (\$25/Qtr Hr)	\$140 (\$35/Qtr Hr) + \$50 Fee	\$160 (\$40/Qtr Hr) + \$75 Fee	\$175 (\$43.75/Qtr Hr) + \$75 Fee	\$200 (50/Qtr Hr) + \$100 Fee
Out-Of-Scope Project Work Labor Rate	\$140.00	\$150.00	Not Applicable	Not Applicable	Not Applicable
SERVICE DELIVERY					
100% SATISFACTION GUARANTEE	Always	Always	Always	Always	Always
AVERAGE SERVICE REQUEST RESPONSE TIME	Less Than 30 Minutes	Less Than 30 Minutes	Less Than 30 Minutes	Less Than 30 Minutes	Less Than 30 Minutes
SERVICE PRIORITY LEVEL	Priority A	Priority B	Priority C	Priority D	Priority E
ONLINE SERVICE PORTAL ACCESS	Yes	Yes	Yes	Yes	Not Available
ALL USERS - I.T. HELP DESK / TELEPHONE SUPPORT	Unlimited	Unlimited	Billable	Billable	Billable
YOU DROP-OFF/PICKUP AT OUR SHOP SERVICE	Unlimited	Unlimited	Billable	Billable	Billable
ALL USERS - REMOTE DESKTOP ACCESS SUPPORT	Unlimited	Unlimited	Billable	Billable	Billable
INITIAL ASSESSMENT & OPTIMIZATION					
FULL TECHNOLOGY ENVIRONMENT EVALUATION	Yes	Yes	Yes	Yes	Billable
COMPREHENSIVE SECURITY SCAN / RISK ASSESSMENT	Yes	Yes	Yes	Yes	Billable
COMPLETE REPORT WITH RECOMMENDATIONS	Yes	Yes	Yes	Yes	Billable
FULL OPTIMIZATION OF ALL COMPUTERS & DEVICES	Yes	Yes	Billable	Billable	Billable
ADDITIONAL SERVICES					
SCHEDULED TECHNOLOGY BUSINESS REVIEWS	3 Per Year	3 Per Year	3 Per Year	3 Per Year	None
EXECUTIVE SUMMARY REPORTS	3 Per Year	3 Per Year	3 Per Year	1 Per Year	None
FREE VIRTUAL CIO (V-CIO) CONSULTING SERVICES	Yes	Yes	Yes	Billable	Billable
FREE HARDWARE / SOFTWARE / ISP PROCUREMENT SERVICE	Yes	Yes	Yes	Billable	Billable
FREE DOMAIN NAME PROCUREMENT & ADMINISTRATION	Yes	Yes	Yes	Billable	Billable
SERVER DOMAIN & USER ADMINISTRATION	Yes	Yes	Billable	Billable	Billable
NAS DEVICE & NAS USER MGMT & ADMINISTRATION	Yes	Yes	Billable	Billable	Billable

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ADDITIONAL SERVICES					
MICROSOFT 365 PROCUREMENT & LICENSING	Yes	Yes	Billable	Billable	Billable
GOOGLE WORKSPACE PROCUREMENT & LICENSING	Yes	Yes	Billable	Billable	Billable
MICROSOFT 365 ACCOUNT MANAGEMENT	Yes	Yes	Billable	Billable	Billable
GOOGLE WORKSPACE ACCOUNT MANAGEMENT	Yes	Yes	Billable	Billable	Billable
I.T. VENDOR MANAGEMENT	Yes	Yes	Billable	Billable	Billable
COMPLETE NETWORK DOCUMENTATION	Yes	Yes	Billable	Billable	Billable
ASSET MANAGEMENT (tracking, licensing, etc.)	Yes	Yes	Available at extra cost	Available at extra cost	Not Available
HARDWARE LIFECYCLE MANAGEMENT	Yes	Yes	Available at extra cost	Available at extra cost	Not Available
REPLACEMENT NAS DEVICE INSTALLATION & SETUP	Yes	\$50 per NAS Device	Billable	Billable	Billable
NEW NAS DEVICE INSTALLATION & SETUP	Yes	\$150 per NAS Device	Billable	Billable	Billable
THIRD-PARTY SOFTWARE & DEVICE SUPPORT	Yes	Best Effort	Billable	Billable	Billable
CELL PHONE & TABLET CONNECTIVITY SUPPORT	Yes	Best Effort	Billable	Billable	Billable
REPLACEMENT COMPUTER INSTALLATION & SETUP	Unlimited	\$100 per computer	Billable	Billable	Billable
NEW COMPUTER INSTALLATION & SETUP	Unlimited	\$200 per computer	Billable	Billable	Billable
REPLACEMENT SERVER INSTALLATION & SETUP	Yes	Billable	Billable	Billable	Billable
NEW SERVER INSTALLATION & SETUP	Yes	Billable	Billable	Billable	Billable
OFFICE RELOCATION - TECH SUPPORT	Yes	Billable	Billable	Billable	Billable
SYSTEM MONITORING					
24/7/365 WORKSTATION MONITORING (with alerts)	Yes (Proactive)	Yes (Proactive)	Yes (Reactive)	Yes (Reactive)	Not Available
24/7/365 SERVER/NAS MONITORING (with alerts)	Yes (Proactive)	Yes (Proactive)	Yes (Reactive)	Yes (Reactive)	Not Available
24/7/365 NETWORK DEVICE MONITORING (with alerts)	Yes (Proactive)	Yes (Proactive)	Yes (Reactive)	Yes (Reactive)	Not Available
24/7/365 INTERNET CONNECTIVITY MONITORING (with alerts)	Yes (Proactive)	Yes (Proactive)	Yes (Reactive)	Yes (Reactive)	Not Available
REMEDICATION OF ALL ALERTS ISSUES	Included (no extra charge)	Included (no extra charge)	Billable	Billable	Not Available
BUSINESS CONTINUITY / BACKUPS					
BUSINESS CONTINUITY PLANNING & IMPLEMENTATION	Yes	Yes	Yes	Yes	Billable
WORKSTATION DATA BACKUP MANAGEMENT & MONITORING	Yes	Yes	Yes	Yes	Billable
SERVER / NAS DATA BACKUP MANAGEMENT & MONITORING	Yes	Yes	Yes	Yes	Billable
BACKUP & RESTORE TESTING	Yes (weekly)	Yes (monthly)	Yes (monthly)	Yes (monthly)	Billable
PATCH MANAGEMENT					
WINDOWS UPDATES (After Hours)	Yes (automated, after hours)	Yes (automated, after hours)	Yes (automated, after hours)	Billable (during business hours)	Billable (during business hours)
MANUAL WINDOWS VERSION UPGRADES	Yes (automated, after hours)	Yes (automated, after hours)	Yes (automated, after hours)	Billable (during business hours)	Billable (during business hours)
THIRD-PARTY SOFTWARE UPDATES (After Hours)	Yes (automated, after hours)	Available at extra cost	Available at extra cost	Billable (during business hours)	Billable (during business hours)
SYSTEM MAINTENANCE					
AUTOMATED WORKSTATION MAINTENANCE	Yes (weekly)	Yes (weekly)	Yes (weekly)	Not Available	Not Available
AUTOMATED SERVER/NAS MAINTENANCE	Yes (weekly)	Yes (weekly)	Yes (weekly)	Not Available	Not Available

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SYSTEM MAINTENANCE					
MANUAL WORKSTATION MAINTENANCE BY TECHNICIAN	Yes (quarterly)	Yes (quarterly)	Yes (semi-annually)	Billable	Billable
MANUAL SERVER/NAS MAINTENANCE BY TECHNICIAN	Yes (quarterly)	Yes (quarterly)	Yes (semi-annually)	Billable	Billable
MANUAL NETWORK DEVICE MAINTENANCE BY TECHNICIAN	Yes (semi-annually)	Yes (annually)	Billable	Billable	Billable
ON-SITE MAINTENANCE (desktop case blowouts, UPS testing, etc.)	Yes (semi-annually)	Yes (annually)	Billable	Billable	Billable
SECURITY SERVICES					
CENTRALLY MANAGED CLOUD-BASED VIRUS PROTECTION	Yes	Yes	Yes	Yes	Billable
DARK WEB MONITORING AND REPORTING	Yes	Yes	Yes	Yes	Billable
"ZERO TRUST" APPLICATION CONTROL & RING-FENCING	Yes	Yes	Yes	Available at extra cost	Billable
STORAGE DEVICE ACCESS CONTROL	Yes	Yes	Yes	Available at extra cost	Billable
SEMI-ANNUAL PENETRATION TESTING WITH REPORT	Yes	Yes	Available at extra cost	Available at extra cost	Billable
WEBSITE MONITORING, FILTERING, & BLOCKING	Yes	Yes	Available at extra cost	Available at extra cost	Billable
PASSWORD MANAGEMENT (including all network devices and accounts)	Yes	Yes	Available at extra cost	Available at extra cost	Not Available
EMAIL SPAM, VIRUS, AND PHISHING FILTERING/BLOCKING	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
PHISHING AVOIDANCE EMPLOYEE TRAINING	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
EMAIL ARCHIVING (Unlimited Storage, Unlimited Retention)	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
EMAIL ENCRYPTION (No passwords, apps, or browser add-ons)	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
EMAIL CONTINUITY (Backup email server)	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
EMAIL CONTENT CONTROL (Monitor outgoing content)	Yes	Available at extra cost	Available at extra cost	Available at extra cost	Billable
OPTIONAL SERVICES					
BUSINESS CLASS WINDOWS 365 CLOUD PCs & SERVERS	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
BUSINESS CLASS DESKTOP PCS ("clean", up-to-date, & optimized)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
BUSINESS CLASS LAPTOP PCs ("clean", up-to-date, & optimized)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
BUSINESS CLASS WINDOWS SERVERS (up-to-date, & optimized)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
BUSINESS-CLASS BACKUP SERVERS (up-to-date, & optimized)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
BUSINESS-CLASS NETWORK DEVICES (up-to-date, & optimized)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
CELLULAR ISP BACKUP ROUTER ("Always-On" Internet Connectivity)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
COMPLIANCE AUTOMATION SERVICES (HIPAA, Cyber Insurance)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
SYSLOG SERVER & MANAGEMENT	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
VoIP TELEPHONE SYSTEMS (with free phones!)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
DATA RECOVER SERVICES (Hard drives, USB drives, etc.)	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
REMOTE DESKTOP ACCESS SOLUTIONS	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
MOBILE DEVICE THEFT PROTECTION	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost
EMPLOYEE PRODUCTIVITY MONITORING & REPORTING	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost	Available at extra cost