Managed Services - Peace of Mind IT for Vista Del Mar Union School District

Prepared For

Yuri Calderon

Vista Del Mar Union School district

Created By

Joel Berkovitz

bITvision Technology Group

805.640.3300

proposals@bitvision.com

http://www.bITvision.com

bITvision Peace of Mind IT

Peace of Mind IT Managed Services

Server/Workstations Management

Peace of Mind IT Features

Priority Fast Response Support

- **24/7 Proactive Monitoring of Workstations and Servers**
- **Unlimited Remote Support**
- **Unlimited Phone Support**
- **Real-Time Inventory of all Devices and Installed Software Licensing**
- **Device Warranty Management**
- **Offsite/Onsite Backup Management**
- **Microsoft Windows Updates and Patches**
- **Support and Configuration of Firewall/Router & Switching Infrastructure**
- **Ongoing Firmware Upgrades and Patching of Firewall**
- **Next Generation Anti-Virus Software (EDR) Applied and Maintained**

Peace Of Mind IT Benefits:

- **Reliability**
- **Security**
- **Consistency**
- **Productivity**
- **Cost Management and Control**
- **Performance**
- **Managed Expansion and Growth**

PC Server/Workstations 24/7 Monitoring and Maintenance:

PC Management of Workstations/Servers

bITvision provides a complete solution for supporting and managing the ongoing health of each computer in your company. Support includes making sure the computer is working properly and is secure all the way to supporting the end user. Computers are in your office to help you run more efficiently and bITvision ensures that this is possible around the clock.

Drive Space Monitoring
bITvision monitors your drive space to assist each client with capacity planning to optimize your storage constraints. Through the use of this web based central console bITvision will notify you directly to either remove files or add additional storage prior to it adversely affecting your business.

Desktop Optimization & Management
We'll perform a PC Tune-up on your computer as needed, as well as make sure you have the current service packs and patches to keep your system healthy.

Event Log Monitoring

bITvision will proactively monitor your event logs to ensure that warnings and signs of trouble are handled prior to them affecting your network health. Through advanced web based monitoring tools bITvision engineers are alerted to critical issues as they occur.

Online Case Reporting

You'll have access to our online case management system, giving you complete visibility into the issues your employees are using bITvision to solve.

Online Asset Reporting

bITvision offers each client the bITvision Control Center which provides both historical and daily, real-time view on all updates, service requests and asset information. This provides each client with a web based tool to both know what they have and how we should together manage those assets.

Quick Restore:

bITvision's Backup and Disaster Recovery (BU/DR) provides real-time automated disk backup, disk imaging, file level backup and bare-metal restore for Windows workstations.

Please Note that machines will be accessed before contract is signed. Any upgrades or hardware needed to bring the computers up to management capability will be billed separately.

Support When You Need it:

Unlimited Remote Control Support with Onsite Support as Needed.

Save time and trouble by using our secure "remote control" software to invite bITvision to your office. Within seconds an bITvision technician has the ability to take control of your desktop and either through an online chat or a phone call you can walk a technician through your problem or question while you watch them work. Over 80% of support issues are resolved with a "remote session".

Unlimited Phone Support

Help from a real person is always available. You will be in touch with your dedicated support representative whenever a computer related question comes up.

On-Site Support in mission critical situations: On-site will be provided for mission critical services included in this agreement if remote support does not complete tasks.

Purchasing:

Unlimited purchasing support
Purchasing the right technology products can be a confusing ordeal. We'll manage the entire process for you, finding you the right products at the best prices. And when it's delivered, we'll do the installation.

Router/Wireless/Firewall Management:
bITvision will maintain all issues and management of the Firewall and Internal Wireless system.

Please note that Agreement does not cover New Workstation or Server setup. These will be billed separately.

bITvision prides ourselves on building long-lasting, trusted and friendly relationships with our clients. For that reason, our contracts are on a **month-to-month basis**. If for any reason we don't live up to your expectations we request a 30 day notice to end our billing.

Peace of Mind IT Pricing

Services	

Peace of Mind IT- Onboarding Fee   **$1,650.00**

Onboarding Fee will include an Onsite Day of Discovery & Onboarding plus Onboarding from Remote as well.

25% Discounted Included in our Onboarding Fee

Subscriptions	

Peace of Mind IT Managed Workstations with Security Services   **$750.00 / Month**

bITvision Peace of Mind IT with Security Services is designed as a Multi-Layered approach to keep our Managed Services Clients safe in today's ever changing cyber threat landscape. Our Security Package and our offerings will continues to evolve in order to stay current in today's environment.

Currently it Includes the following services in addition to our Managed Client Software:

Managed Offsite Data Backup by Cove Data Protection on all key workstations
Managed Cloud to Cloud Microsoft365 Backup
Endpoint Detection & Response Next Generation Anti-Virus with Sentinel One
Managed Detection and Response with Threat Ops from Huntress Labs
DNS Filter for additional Malware & Phishing Protection
Email Protection with Mail Assure from N-Able
Security Awareness Training & Employee Phishing Testing.

Our Peace of Mind IT Managed Service Plan Includes Unlimited Phone and Remote Support.
Onsite visits will be charged at $140/Hour with a Two Hour Minimum.
Drive Time Charges Waived

Peace of Mind IT Managed Firewall   **$100.00 / Month**

Total cost: **$1,650.00**
+ $850.00 / Month

Signed by:

_____   _____

Vista Del Mar Union School district   Date