

### Service/Feature Matrix

This table provides a guide to the features that are included in the fixed fees, depending on the Service Level selected. Services are only included for the devices and users that you select to be included in the fixed fees. WATCH and RUN service levels are not recommended for locations without internal IT support.

Services marked with a "\$" are available as add-on services or outside of our fixed fees on a Time & Materials basis, as are most technical support services.

This is a summary guide to the services and features however there are many details we do not have space to include here, so please ask for clarification if you have any questions.

Service Levels	WATCH	RUN	MANAGE	HELP
<b>Monitoring &amp; Maintenance</b>	J1	J2	J3	J4
Status monitoring	●	●	●	●
Email notification	●	●	●	●
Patch deployment for Windows (monthly)	●	●	●	●
Custom notification & escalation		●	●	●
Backup monitoring		●	●	●
Proactive performance management & tuning			●	●
<b>Support Services</b>	WATCH	RUN	MANAGE	HELP
Remote remediation & technical support included			●	●
User account administration (AD/Onelogin/DUO)		●	●	●
Backup application licensing		●	●	●
Backup schedule management		●	●	●
Backup restores & data recovery			\$	●
Assigned Customer Technology Manager			●	●
Internal Customer HelpDesk	\$	\$	●	●
Internet domain name management & hosting (AWS R53)	\$	\$	●	●
<b>End User HelpDesk.</b> Unlimited business hours phone, 7x24 online, SLA, 3rd party vendor support liaison				●
<b>FrameWorks Customer Portal</b>				
HelpDesk web access 7x24	●	●	●	●
Customer Portal with - real time service tracking - HR provisioning request management - User and device inventory - financial reporting & customizable GL coding - shared Agenda - project management - price list	●	●	●	●
<b>SECUREWORKS</b>	WATCH	RUN	MANAGE	HELP
CMMC Foundation cyber security plan management and compliance tracking FrameWorks	●	●	●	●
Full CMMC and NIST 800-171 cyber security plan management and compliance tracking	\$	\$	\$	\$
Managed Detection & Response 24x7x365 human led, AI assisted, continuous security monitoring, threat hunting and remediation	\$	\$	\$	\$