

# Seifert Managed Services Comparison Matrix

	PARTIAL	ADJUNCT*	FULL
<b>CENTRALIZED SUPPORT</b>			
PATCH MANAGEMENT ON SERVERS, WORKSTATIONS, AND LAPTOPS	✓	✓	✓
ANTI-VIRUS	✓	✓	✓
ANTI-SPYWARE MANAGEMENT	✓	✓	✓
DESKTOP OPTIMIZATION			✓
MANAGE EXISTING BACKUP AND DISASTER RECOVERY SOLUTION			✓
DOCUMENTATION (NETWORK MAPS, SUPPORT DOCUMENTATION, ETC.)			✓
<b>SUPPORT</b>			
UNLIMITED HELPDESK SUPPORT		✓*	✓
REMOTE SUPPORT AGENT ON SERVERS, WORKSTATIONS, AND LAPTOPS	✓	✓	✓
PROBLEM ISOLATION AND RESOLUTION			✓
"HOW TO" INSTRUCTIONS			✓
CUSTOMER PORTAL FOR YOU TO OPEN AND MONITOR SERVICE TICKETS	✓	✓	✓
AFTER HOURS SURCHARGE	1.5X	1.5X	1X
DISCOUNTED LABOR RATE FOR PROJECTS	5%	5%	10%
<b>PROACTIVE NETWORK ADMINISTRATION</b>			
INCLUDED HOURS OF ON-SITE OR PROJECT LABOR PER MONTH		REDUCED	✓
BEST PRACTICES	✓	✓	✓
CENTRALIZED SERVICE REPORT REVIEW	✓	✓	✓
OUR TO-DO LIST	✓	✓	✓
YOUR TO-DO LIST	✓	✓	✓
<b>TECHNOLOGY CONSULTING</b>			
TECHNOLOGY SUMMARY	✓	✓	✓
BUDGET PLANNING			✓
BUSINESS IMPACT OF TECHNOLOGY DECISIONS			✓

\*CUSTOMER HAS ONSITE IT STAFF TO PROVIDE FIRST LEVEL SUPPORT