i-VERSA Support Model – Regular

Service as Offered	Included
Initial Review and Report	X
Monthly service Report	X
Dedicated Resource(s)	0
Shared Resource(s)	1
Help Desk – Phone support 8 AM to 5 PM local time[1*]	*
Help Desk – Access to Ticket and Incident Management System	X
# of Work Stations supported	Up to 5
# of Servers (Support includes Web, FTP, Database, Application, Domain Controllers etc)	1
IT Hardware, Software procurement consultation – 3 hours per month	X
IT Compliance Review and Recommendations (for WEB ONLY)	X
Asset Management and Infrastructure Review (Bi-yearly)	X
SPAM and Virus monitoring	X
Operation System Support (Windows, Linux, Mac)	X
Backup and Restore	X
Cloud Support	*
Updates and Patch Management (Operating System, Antivirus, Plug-ins and more)	X
Workstations and Server Monitoring for performance	X

* Available but Conditions apply | **0** Not available | **X** Included

Resources Breakdown per models available in _Regular_ Package

Model	# of Resources L1 level	# of Resources L3 level	# of Resources L3 level	# Manager	Standby Resources
Basic	1	0	0	1	1

Pricing – _Basic_ Package

Service Model	Price / month	Price / year	Comments
Basic	$ 149.99	$ 1649.88	Up to 10% savings