



# NOYTECH MANAGED SERVICES AGREEMENT

**SECURITY  
FIRST**

**Microsoft**  
Cloud Solution Provider



**Microsoft**  
Defender



**HUNTRESS**



**Cove**  
Data Protection



**REDUCE YOUR IT EXPENDITURE! REDUCE YOUR STRESS! OUTSOURCING YOUR IT NEEDS TO A DEDICATED TEAM OF TECHNICAL ENGINEERS JUST MAKES SENSE!**

## PROACTIVE SUPPORT PROGRAM

	ESSENTIALS	PLUS	COMPLETE
<i>Pricing Calculated</i>	<i>Per Device</i>	<i>Per Device</i>	<i>Per User</i>
Access to Emergency After Hours Support	✓	✓	✓
VIP Treatment — Priority Response	✗	✓	✓
24/7 Monitoring & Uptime Alerts	✓	✓	✓
24/7 Monitoring & System Alerts of Servers	✓	✓	✓
24/7 Monitoring & System Alerts of Workstations/Notebooks	✗	✓	✓
Predictive Hardware Failure & Bottleneck Detection	✗	✓	✓
Windows & App Patch Management	✓	✓	✓
Weekly Device Cleanup/Maintenance & Reboot	✗	✓	✓
Security Management—Managed Endpoint Security	✓	✓	✓
Security Management—Endpoint Detection & Response	✓	✓	✓
Daily Backup Monitoring & Management	✓	✓	✓
Backup Restorations (Minor)	✗	✓	✓
Server Firmware Maintenance/Management	✗	✓	✓
Critical Application Monitoring (SQL, etc.)	✓	✓	✓
Unlimited Scheduled A/Hrs Server Reboots as Requested	✓	✓	✓
Loan PC during Critical Failure	✗	✓	✓
User Management (Additions/Deletions)	✗	✓	✓
Email Management (Additions/Deletions)	✗	✓	✓
Printer Support inc Installation (Minor)	✗	✓	✓
Monthly Monitoring & Service Report	✗	✓	✓
Network Health Audit & Assessment Report	✗	✓	✓
Ongoing Security & Disaster Recovery Consultations	✗	✓	✓
Ongoing Network Audit/Review for Budgeting	✗	✓	✓
Cloud Backup of key Servers	Optional/Device	Optional/Device	✓
Cloud Backup of Microsoft365 Tenant	Optional/User	Optional/User	✓
Security Management—Microsoft365 ITDR	Optional/User	Optional/User	✓
Duo 2FA for Remote Access	Optional/User	Optional/User	✓
Security Awareness Training	Optional/User	Optional/User	✓
Password Management (1Password)	Optional/User	Optional/User	✓
Microsoft365 Business Premium for all Users**	Optional/User	Optional/User	✓
Web Hosting**	Optional/Site	Optional/Site	✓
Website Management**	Optional/Site	Optional/Site	✓

## TERMS & CONDITIONS\*\*

Minimum 3 month commitment for MSA, no Lock-In Contracts. 30 days notice required to cancel.

Loan equipment subject to availability. Associated labour fees apply.

BestPractice and MedicalDirector program updates by appointment only - suitable downtime must be scheduled and may incur additional charges. Monthly data updates are automated and do not incur additional fees.

Support inclusions are provided via remote only during business hours. Included support/tasks are subject to an acceptable usage policy based on typical/average business turnover and are not to be abused.

Premium rates apply for emergency and after hours support. Access to emergency support is provided for MSA & VIP Clients only.

\*\*Some limits apply. Discount typically offered for multiple services of same type.

## NOYTECH Partners:

