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**PLATINUM  
MIT PLAN -  
OVERVIEW**

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# MANAGED IT SERVICES BY ICS

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ICS Managed IT Services go beyond conventional break-fix models. The foundation of which is rooted in remote monitoring and proactive maintenance of computers and servers to ensure the availability and reliability of these devices. Our Managed IT Services also include a cloud backup, anti-virus protection and access to our support desk. With a highly skilled technical team and cutting-edge information technology solutions designed and priced for SMBs, our Platinum Managed IT Plan is designed to meet all of your business needs.

## WHY "MANAGED" IT SERVICES FROM ICS?



## WHO IS ICS?

ICS is an independent boutique IT consulting firm and managed service provider dedicated to finding IT solutions for small to medium sized businesses. We like to take the time to meet with our clients, under normal circumstances at their place of business, to understand what their technology needs are. Then, we help them develop a technology solution that meets their requirements, and implement the solution needed to accomplish their technology goals while providing ongoing support. We eliminate the need to hire dedicated IT staff saving our clients money and valuable time. Unlike other IT service companies, we go the extra mile and tailor our solutions to best suit our client's needs. We pride ourselves on the relationships we've built over the years, many of our clients continue to work with us because of our excellent customer service, our integrity and authenticity.

# PLATINUM PLAN

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## PLATINUM PLAN BASICS:

- Annual commitment
- Monthly payments
- Pay-as-you-go for support
- Priority response times
- Project services by quote
- Purchase hardware or software by quote
- Add-ons/additional quantities available
- Subject to ICS's agreement

## WHAT'S INCLUDED IN THE PLATINUM PLAN?

- Cloud backup of your server or SharePoint data, to protect your business information
- 24/7/365 monitoring of 1 server and 5 of your most important workstations, to ensure we know what is going on
- Proactive Remote Maintenance of the devices being monitored, to ensure smooth performance of these devices
- Managed anti-virus/anti-malware for all devices being monitored, to ensure these devices are protected
- Password management system for one user, to store or share passwords and other credentials securely
- We will regularly document your IT infrastructure information in our secure documentation manager, for efficient support response
- Weekly and monthly reports on the devices being monitored including backup related information, to keep you informed
- Solutions powered by SolarWinds/N-able MSP product line, one of the most well known, highest-rated solutions available
- SharePoint and M365 data protected using Datto SaaS product line, one of the most well known, highest-rated solutions available
- Support Desk access on a pay-as-you-go basis with priority response times, to keep your business moving forward
- M365 Business Standard user accounts for 5 users, backups of these user accounts and M365 training program to get the most out of Microsoft 365
- Advanced email threat detection for M365 users, so that M365 user accounts have increased protection
- Data breach risk assessment scan and report provided semi-annually to locate vulnerable data across Managed devices
- Budget of estimated IT infrastructure upgrades for the upcoming year, provided annually
- vCIO services include priority access to our consultants and team leaders for expert advice, guidance and high-level strategy
- VoIP/Cloud PBX phone service with auto-attendant for 5 users, ensuring flexible but reliable communication
- Cloud backups for 5 of your most important workstations, to ensure these devices can be restored including files, folders and system state
- Technology roadmap planning, life-cycling and asset management keep information technology up-to-date for maximum productivity

Platinum Plan details below.

# PLATINUM PLAN

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## MONITORING

1CS remotely monitors devices which we manage 24/7/365 using a remote monitoring & management platform, reporting issues of at least of high or critical severity. Fast remote connection for efficient support. Our network operations centre receives proactive and reactive alerts, so we can get in front of issues before issues became failures.



## MAINTENANCE

Proactive remote maintenance in the form of regular preventative measures to keep servers and PCs updated, secure and functioning optimally. Patch management ensures the availability, reliability and proper performance of managed devices.



## SUPPORT DESK

Access 1CS's support desk on a pay-as-you-go basis with priority response times. Our support team is available during normal business hours to offer assistance or to place an order. Support provided after business hours is by appointment or directed at your project manager. Emergency support is also available.



## ANTI-VIRUS

Managed devices are protected with business-grade anti-virus/anti-malware software from Bitdefender, to help protect you from online threats and ensure the availability and proper performance of managed devices. We monitor, receive updates and perform routine scans, ensuring the anti-virus is up to date.



## PASSWORD MANAGER

One (1) user license to a business-class password management platform for you to store or share your passwords and other login credentials securely. Stored passwords are not seen by 1CS unless specifically shared with 1CS. Additional user licences for to share passwords with other members of your team are available.

# PLATINUM PLAN

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## **IT DOCUMENTATION**

ICS records and maintains certain IT related information pertaining to your environment. This is done so that we can provide support in an efficient and effective manner, so that various members of ICS's team have the information necessary to assist you and so that we are knowledgeable about your technology.



## **REPORTS**

Weekly status report and monthly executive report derived from monitoring information, to keep you in the know. The reports run checks on anti-virus updates, cloud backup, drive space changes, failed logins, physical disk health, critical events, windows patching, third party patching, network reliability, performance indicators and other details.



## **CLOUD BACKUP & DISASTER RECOVERY (SERVER)**

Cloud backup and disaster recovery for your server to assist reconstructing your server environment in the event of a disaster, by restoring files, folders and system state. Includes 500GB of storage space. Data in-excess-of 500GB is subject to a data overage charge of \$.21/GB/month. Backup frequency is four (4) times daily and has ninety (90) days of backup retention.

**Or, if Client is using SharePoint:**



## **CLOUD BACKUP & DISASTER RECOVERY (SHAREPOINT)**

Cloud backup and disaster recovery for your SharePoint site to assist in restoring SharePoint data in the event of a disaster. Includes 500GB of storage space. Data in-excess-of 500GB is subject to a data overage charge of \$.21/GB/month. Backup frequency is three (3) times daily and has one (1) year of backup retention.

# PLATINUM PLAN

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## **MICROSOFT 365**

5 M365 Business Standard subscriptions, online access to M365 training materials and advanced email threat detection for M365 users. M365 is a productivity tool which includes Exchange email, OneDrive file storage and Office applications such as Word and Excel. Additional subscriptions may be added for an additional charge. Google Workplace subscriptions are also available.



## **CLOUD BACKUP & DISASTER RECOVERY (M365 USERS)**

Cloud backup and disaster recovery for your M365 users to assist in restoring M365 user data in the event of a disaster. Includes 200GB of storage space. Data in-excess-of 200GB is subject to a data overage charge of \$.10/GB/month. Backup frequency is three (3) times daily and has one (1) year of backup retention.



## **DATA BREACH RISK ASSESSMENT**

Our risk intelligence tool helps you locate vulnerable data across your network and provides insight. Shows which users have access, where unprotected PII is located, where the vulnerabilities are located, where unprotected credit card information is located and the potential cost if results go unchecked. The tool is run on all Managed devices semi-annually resulting in a semi-annual report.



## **IT BUDGET PREPARATION**

Budget of IT infrastructure upgrades for the upcoming year, provided annually. Budgets generally do not include the cost of Managed IT Services or Subscriptions, Support Desk Services, or incidentals. IT Budget Preparation is available upon request and requires Client provide information such as a business plan or other relevant information.



## **VCIO SERVICES**

A virtual Chief Information Officer, upon Client request, subject to vCIO's schedule, in order to assist Client with high-level guidance and advice with respect to IT systems, proposed and existing. 4 quarterly 2 hour in person meetings and 60 minutes of monthly communications before additional charges apply.

# PLATINUM PLAN

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## **VOIP/CLOUD PBX PHONE SERVICE**

1 Premium and 5 Standard VoIP user subscriptions, including IVR and 911 service. Talk through a handset, computer or your cell phone. Includes an array of features including web fax, call hold, audio conference bridge, voicemail, call forwarding and more. Setup fee is \$109.99. Additional user subscriptions or conference room extensions may be added for an additional charge.



## **CLOUD BACKUP & DISASTER RECOVERY (WORKSTATIONS)**

Cloud backup and disaster recovery for 5 workstations to assist in restoring workstation data and system state in the event of a disaster. Includes 100GB of storage space. Data in-excess-of 100GB is subject to a data overage charge of \$.21/GB/month. Backup frequency is four (4) times daily and has ninety (90) days of backup retention.



## **FIREWALL MANAGEMENT**

Setting up or adjusting firewall settings and configuration to client specifications. Depending on the device, we can likely monitor the firewall by receiving notifications. Firewall management includes firmware updates applied every 4 to 6 months or as needed.



## **CYBER AWARENESS TRAINING**

As you know, security is very important these days. But how about people's awareness towards potential threats? How do we make sure that staff won't open suspicious links? By making sure we train staff to detect these types of phishing attacks. ICS will setup and administer a cyber awareness training program for members of your team, proven to reduce successful phishing attacks and malware infections by up to 90%.



## **TECHNOLOGY ROADMAP PLANNING**

Technology Roadmap is a planning technique to support strategic and long-range planning, by matching short-term and long-term Client goals with specific technology solutions. The Technology Roadmap can be combined with other corporate foresight methods, in order to facilitate systemic change and usually looks at a 3 to 5 year plan. Requires client provide information such as a business plan or other relevant information.

# ADD-ONS

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## **MICROSOFT 365/OFFICE 365**

Microsoft 365/Office 365 workplace productivity subscriptions include the adding and removing of user accounts.



## **GOOGLE WORKPLACE/GSUITE**

Google Workplace/GSuite workplace productivity subscriptions include the adding and removing of user accounts.



## **VoIP/CLOUD PBX PHONE SERVICE**

VoIP/Cloud PBX Phone Service subscriptions include IVR auto-attendant feature and full assistance setting it up.



## **ANTI-VIRUS/ANTI-MALWARE**

Anti-virus/Anti-malware subscriptions for workstations or servers, Managed if protected device is being monitored.



## **MONITORING**

Monitoring, proactive maintenance and increased level of management for additional workstations and servers.



## **CLOUD BACKUPS**

Cloud backup and disaster recovery for workstations, SharePoint, Microsoft 365/GSuite users or additional servers.



## **BUSINESS CONINUITY**

Add the use of a virtual server to your cloud backup to improve on recovery time by operating from the cloud if you need to.



## **REMOTE ACCESS**

Remote Access allowing individual staff members to access their work computer from home or elsewhere.



## **EMAIL PROTECTION**

Advanced email protection including security awareness training, spam filtering and other protective measures for email users.



# PRICING

## RECURRING CHARGES:

- Monthly fee: \$799.00
- Monthly data overage fee: \$.21 (Per GB)

## NON-RECURRING CHARGES:

- Support Desk: Charged as per the below hourly rates
- Project Services: Charged as per Quote
- Product Orders: Charged as per Quote

## BETWEEN THE HOURS OF 9:00AM TO 5:00PM EST, MONDAY TO FRIDAY (“BUSINESS HOURS”):

1 TECHNICIAN	Hourly Rates	Increment	Minimum
Onsite Service	\$120	1/2 Hour	1 Hour
Remote Service	\$100	1/4 Hour	1/4 Hour
Phone Services	\$125	1 Hour	1 Hour
Website Services	\$125	1/4 Hour	1/4 Hour
Subject Expert	\$150	1 Hour	1 Hour
Travel	Varies	Varies	None

2 TECHNICIANS	Hourly Rates	Increment	Minimum
Onsite Service	\$200	1/2 Hour	1 Hour
Remote Service	\$167	1/4 Hour	1/4 Hour
Phone Services	\$250	1 Hour	1 Hour
Subject Expert	\$300	1 Hour	1 Hour
Travel	Varies	Varies	None

## AFTER BUSINESS HOURS (BY APPOINTMENT):

1 TECHNICIAN	Hourly Rates	Increment	Minimum
Onsite Service	\$150	1/2 Hour	1 Hour
Remote Service	\$125	1/4 Hour	1/4 Hour
Phone Services	\$150	1 Hour	1 Hour
Website Services	\$150	1/4 Hour	1/4 Hour
Subject Expert	\$175	1 Hour	1 Hour
Travel	Varies	Varies	None

2 TECHNICIANS	Hourly Rates	Increment	Minimum
Onsite Service	\$250	1/2 Hour	1 Hour
Remote Service	\$200	1/4 Hour	1/4 Hour
Phone Services	\$300	1 Hour	1 Hour
Subject Expert	\$350	1 Hour	1 Hour
Travel	Varies	Varies	None



A leader in providing Proactive Technology Management to small and medium sized businesses across the GTA and Simcoe Region since 2013. We pride ourselves on finding solutions to information technology challenges.

Deal with one reliable partner for all IT matters!

Designed and priced for SMBs

# GET IN TOUCH

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