

More Power Computers, Inc Managed Services Program (MSP) Matrix

Service Elements	MoreAware™	MoreSupport™	MoreCare™	PowerAssist™
	The <i>MoreAware</i> Program creates a plan for periodic inspections and preventative maintenance of key devices found in your network, thus preempting potential issues and providing enough warning to reduce surprise expenses and untimely outages.	The <i>MoreSupport</i> Program is our reactive managed services program designed to monitor and report on the critical health status of key network devices and applications.	The <i>MoreCare</i> Program is a proactive program designed to predict and prevent network failures through a combination of comprehensive higher-quality monitoring and regular preventative maintenance.	The <i>PowerAssist</i> Program provides access to the <i>PowerWatch</i> ® dashboard that gives the client a 'window' into their network. The <i>PowerAssist</i> Program can also incorporate overflow and out-tasked services to augment the organization's current skill set.
Regular preventative maintenance.	✓		✓	
Server availability & performance monitoring		✓	✓	
Identification of essential data		✓	✓	
Onsite backup solution monitoring		✓	✓	
Network device availability monitoring		✓	✓	
Workstation availability monitoring		✓	Optional	
Internet connectivity & bandwidth usage monitoring		✓	✓	
Monthly network health review reports		✓	✓	
Quarterly strategy planning meetings		✓	✓	
Server Windows OS patching			✓	
Sever patch level monitoring			✓	
Server preventative maintenance			✓	
Firewall performance & security event monitoring			✓	
Firewall maintenance			✓	
Server antivirus updating			✓	
Workstation OS patch monitoring			✓	
Client software vendor relationship management			✓	
Monthly network inspection			✓	
Monitored device client alerting			✓	
Network device performance & predictive failure monitoring			✓	
Network device preventative maintenance			✓	
Firewall availability monitoring		Optional	✓	
Server antivirus monitoring		Optional	✓	
Desktop antivirus monitoring		Optional	Optional	

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Service Elements	<i>MoreAware</i> [™] (continued)	<i>MoreSupport</i> [™] (continued)	<i>MoreCare</i> [™] (continued)	<i>PowerAssist</i> [™] (continued)
Data assessment, backup plan design & implementation		Optional	Optional	
Onsite backup management		Optional	Optional	
UPS/Power management		Optional	Optional	
Printer monitoring		Optional	Optional	
<i>PowerDesk</i> support with Client Access		Optional	Optional	
<i>PowerBackup</i> service		Optional	Optional	
Remote backup service management		Optional	Optional	
Remote backup solution monitoring		Optional	Optional	
Workstation performance monitoring			Optional	
Workstation antivirus updating			Optional	
Workstation preventative maintenance			Optional	
Active directory auditing/alerting			Optional	
File access auditing & reporting			Optional	
Security event correlation/remediation			Optional	
Security design consulting			Optional	
Regulatory reporting			Optional	
Periodic, regular test/restore of onsite backups			Optional	
Documented backup recovery procedures			Optional	
Procurement assistance			Optional	
Change management			Optional	
Firewall intrusion detection/prevention system monitoring			Optional	
Vulnerability scans			Optional	
Security auditing			Optional	
Penetration testing			Optional	
URL and/or content filtering			Optional	
<i>PowerWatch</i> dashboard view				✓
Reduced labor rates with priority response guidelines		✓	✓	✓
Service agreement required?	No	Yes	Yes	Yes