

## Cloud Support Plans

### What's Included:

- Online Client Portal
- Service Ticket Creation/Tracking
- Monthly Network Health/Service Report
  - \* 24x7 remote monitoring and remote support
  - \* Cost optimization recommendations
  - \* Workspace Golden Image management
- Server and Network Security update and management
- Ongoing Server/Workspace performance improvement and maintenance
- Event Logs monitoring & Logs verification
- Storage Capacity maintenance and support
- Notification of Universal Events
  - \* Patch Management + Implementation
- Operating System Patches/Hot Fixes
- O/S Service Pack Installation

### Essential

- 5 Hours of Support
- Business Hours Mon-Friday 9am-5pm EST
- Email Only
- Monthly Utilization Report
- Contract Length: 1 Year
- Cost (Per Server): \$250

### Business

- Unlimited Hours
- Business Hours Mon. - Friday 9am - 5pm EST
- Phone and Email
- Monthly Utilization Report
- Proactive Alerting Setup
- Contract Length: 1 Year
- Cost (Per Server): \$300

### Enterprise

- Unlimited Hours
- Business Hours 24x7x365
- Phone and Email
- Monthly Utilization Report
- Proactive Alerting Setup
- Well Architected Review
- Cost Optimization Review
- Contract Length: 1 Year
- Cost (Per Server): \$400

**\*Optional Add-On's: Backup & Restore starting at \$50/month**