Managed Services;
Our Premier IT Service Plans

TOP NOTCH

Computers & Repairs • Commercial Technology Services

Tailored Solutions. Proven Reliability.

Client Name:

Preventative Maintenance	Residential	Traditional	Unlimited	Enterprise
Uptime Checks	✗	✓	✓	✓
Check Backup Systems	✓	✓	✓	✓
VPN & Remote Connection Performance	✗	✓	✓	✓
Test disk space on servers & cloud provisioning	✓	✓	✓	✓
Fax Service Management Check	✗	✓	✓	✓
Check systems for overheating	✗	✓	✓	✓
Email security audit	✗	✓	✓	✓
Test servers for foreign or malfunctioning processes	✗	✓	✓	✓
Manual Intrusion check	✗	✓	✓	✓
Test for proper functionality of AV software	✓	✓	✓	✓
Print Service Management Check	✗	✓	✓	✓
SSL Certificate Management	✗	✓	✓	✓
Backup Version Chain Management	✓	✓	✓	✓
Security Settings Audit for Firewalls	✗	✓	✓	✓
Cleanup/Optimization on PCs	✓	✓	✓	✓
Security evaluation/penetration test simulation	✗	✓	✓	✓
Remote Maintenance Interval	✓	✓	✓	✓
Physical Inspection Interval	✗	✓	✓	✓
Executive Business Review	✗	✓	✓	✓

Key:
- Green :Daily
- Pink :Semiannual
- ✗ : Not Available
- Cyan :Monthly
- Orange :Yearly
- ✓ :Included

TOP NOTCH
Computers & Repairs • Commercial Technology Services

Features and Benefits	Residential	Traditional	Unlimited	Enterprise
Software & Helpdesk Support	$	$	✓	$
Office 365 Included (Up to Business Premium)	✗	$	✓	$
Business Class Email	✗	$	✓	$
In-Person Support Included	✗	$	✓	✓
24/7 Monitoring	✓	✓	✓	✓
24/7 Emergency Support	✗	✓	✓	✓
Guaranteed Same Day Service if Needed	✗	✓	✓	✓
No extra charge for nights, weekends, or emergencies	✗	✓	✓	✓
Industry Compliance Framework Management & Consulting	✗	✓	✓	✓
Vendor Management	$	✓	✓	✓
vCIO/vCTO Services	✗	✓	✓	✓
Response Time SLA	✗	✓	✓	✓
Available Private Cloud Hosting	✗	✓	✓	✓

Key: ✗: Not Available   ✓:Included $:Client Upgrades

▇ :Monthly

Additional Notes:

TOPNOTCH
Computers & Repairs • Commercial Technology Services

Cybersecurity & Backups	Residential	Traditional	Unlimited	Enterprise
Offsite Backup software, services, and maintenance	✓	✓	✓	✓
Antivirus Protection	✓	✓	✓	$
Continuous Vulnerability Management (CVM)	✗	$	✓	$
Endpoint Detection & Response	✗	$	✓	$
Enhanced Spam/Malware Filters	✗	$	✓	$
Managed SOC/SIEM	✗	$	✓	$
Dark Web Scanning	✗	$	✓	$
Encrypted Credential Rotation	✗	$	✓	✓
Secure Password Manager	$	$	✓	$
Multi-Factor Authentication for client PCs and remote connections	✗	$	✓	✓
Disaster Recovery/High Availability	✗	✓	✓	✓
Plan Selected				

Key: ✗: Not Available   ✓:Included $:Client Upgrades

Additional Notes:

Base Monthly Cost Estimation:
- Service Bundle: Maintenance, Security & Data Protection:
- Security & Data Protection Licensing Costs:
- Bundled SaaS Offerings:

Total Base Rate:

TOPNOTCH
Computers & Repairs • Commercial Technology Services