



<b>Osmosis Total Care™ Workstation / Laptop Management &amp; Maintenance</b>	<b>Basic</b>	<b>Professional</b>	<b>Premium</b>
Customer Care™ - On Demand Phone, Remote, & On-Site Support (9:00 AM – 5:00 PM, M-F)		✓	Unlimited
Patch Management – Microsoft Windows Critical Updates & Security Updates	✓	✓	✓
Microsoft Windows Service Pack Updates		✓	✓
Patch Management - Microsoft Office Critical Updates & Security Updates	✓	✓	✓
Microsoft Office Service Pack Updates		✓	✓
Patch Management - Adobe Acrobat, Java, Flash	✓	✓	✓
Performance / Usage Monitoring – CPU, RAM, Hard Drive	✓	✓	✓
CYA MailSafe™ for Exchange - Spam & Virus Filtering, Email Continuity		✓	✓
Antivirus – Protects against most viruses, spyware, Trojans and malware		✓	✓
Virus Definition Update Management		✓	✓
Virus Alert Monitoring		✓	✓
Virus Remediation		✓	✓
Hardware Warranty Monitoring	✓	✓	✓
Monthly Price	\$9.99 / PC	\$19.99 / PC	\$99.99 / PC

<b>Osmosis Total Care™ Server Management &amp; Maintenance</b>	<b>Basic</b>	<b>Professional</b>	<b>Premium</b>
Customer Care™ - On Demand Phone, Remote, & On-Site Support (9:00 AM – 5:00 PM, M-F)		✓	Unlimited
Patch Management – Microsoft Windows Critical Updates & Security Updates	✓	✓	✓
Microsoft Windows Server Service Pack Updates		✓	✓
Antivirus – Protects against most viruses, spyware, Trojans and malware		✓	✓
Virus Definition Update Management		✓	✓
Virus Alert Monitoring		✓	✓
Performance / Usage Monitoring – CPU, RAM, Hard Drive	✓	✓	✓
Hard Drive Failure Monitoring	✓	✓	✓
Replication Monitoring, if applicable	✓	✓	✓
Exchange Monitoring, if applicable	✓	✓	✓
Hardware Warranty Monitoring	✓	✓	✓
Monthly Price	\$24.99 / Svr.	\$49.99 / Svr.	\$199.99 / Svr.

<b>Osmosis Total Care™ Infrastructure Management &amp; Maintenance</b>	<b>Basic</b>	<b>Professional</b>	<b>Premium</b>
Customer Care™ - On Demand Phone, Remote, & On-Site Support (9:00 AM – 5:00 PM, M-F)		✓	Unlimited
Daily Backup Monitoring and Reporting (On Osmosis Brand CYA Products Only)	✓	✓	✓
Monthly Verification of CYA Business Continuity™ Images (Replicated to our data center only)	✓	✓	✓
Subscription Renewal Maintenance - We will manage all annual subscriptions for you	✓	✓	✓
3 <sup>rd</sup> Party Application Management		✓	✓
Firewall Management – Firmware Updates, Policy Management		✓	✓
Printer Management		✓	✓
Battery Backup Monitoring – If APC Network Management Card is present		✓	✓
3 <sup>rd</sup> Party Vendor Management – Internet Provider, Registrar, DNS Provider, Web Host		✓	✓
Ongoing Documentation of Network Infrastructure		✓	✓
Network Health Monitoring	✓	✓	✓
Hardware Warranty Monitoring	✓	✓	✓
Virtual CIO Services			✓
Monthly Price	\$19.99	\$49.99	\$199.99

<b>Osmosis Total Care™ Labor Rates – For services outside of plan</b>	<b>Basic</b>	<b>Professional</b>	<b>Premium</b>
Customer Care™ - On Demand Phone, Remote, & On-Site Support (9:00 AM – 5:00 PM, M-F)	\$125.00 / Hr.	\$100.00 / Hr.	Included
Emergency After Hours Support for Server and Network Outages (5:00 PM – 9:00 AM)	\$200.00 / Hr.	\$150.00 / Hr.	Included

<b>One-time Setup Fee</b>	<b>Basic</b>	<b>Professional</b>	<b>Premium</b>
Network and Security Survey & Report, Network Documentation, Installation of Antivirus Software & Monitoring Agents, etc.	\$99.99	\$199.99	\$499.99