

Acruity Managed Services Catalog

Type of Device / Service	Brands Supported	Brands Preferred	Daily Services Covered	Weekly Services	Monthly Services	Quarterly Maintenance	Break / Fix Services Included	Break / Fix Services at Time & Materials Rate - \$125/hr (Examples Included)	Customer Baseline Requirements
End-User Support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Support to End Users; User account/profile administration including account creation, changes, and terminations; Common Office applications (Microsoft & productivity); End-user support on approved/designated devices and systems and/or applications; Custom and/or Vertical applications; Devices not issued by Company and devices not included in support agreement. Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	N/A
Managed Security Resilience Package (if coverage is purchased - see scope of work)	Huntress, Axcient, Cisco, Microsoft Defender	Huntress, Axcient, Cisco, Microsoft Defender	Per user licensing for: Huntress Manged EDR, ITDR, SEIM, SAT; Microsoft 365 backup; Cisco Duo; review of security alerts	Review of/notification for security alerts; penetration testing (if selected)	Managed user security awareness training via phishing simulations	N/A	N/A	Major upgrades; New device installation; Physical relocation; Device destruction; Investigative and remediation efforts as a result of a security event; Installing or changing Antivirus solutions; Resolving problems with Antivirus; Full system recovery; Applications Updates, Firmware Updates, Troubleshooting, repair, component or unit replacement (ie hard drive replacement, power supply replacement); Management of repair and/or replacement of warrantied hardware; Any on site or remote service calls; Investigative and remediation efforts as a result of a security event;Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by Acruity Managed Services. Must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Switches	Extreme, Cisco, Dell, HPE, Aruba, Fortinet, Any managed switch	HPE, Aruba	N/A	N/A	N/A	N/A	N/A	Troubleshooting, repair, component or unit replacement; Major upgrades; New device installation; Physical relocation; Device destruction; Investigative and remediation efforts as a result of a security event. Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	N/A
Firewalls	SonicWall, Fortinet,	SonicWall	N/A	N/A	N/A	N/A	N/A	Troubleshooting, repair, component or unit replacement; Major upgrades; New device installation; Physical relocation; Device destruction; Investigative and remediation efforts as a result of a security event; Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	N/A

Workstations (if coverage is purchased - see scope of work)	Dell, HPE, Lenovo,	Dell	File level or Image level backups; Check Event logs; Antivirus definition checks; Check for hard drive space issues; Check to verify backup	Updates to Operating System	Data set checks for backups;	Client data set verifications;	File restores; Hard drive space issues	Major upgrades; New device installation; Physical relocation; Device destruction; Investigative and remediation efforts as a result of a security event; Installing or changing Antivirus solutions; Resolving problems with Antivirus; Full system recovery; Applications Updates, Firmware Updates, Troubleshooting, repair, component or unit replacement (ie hard drive replacement, power supply replacement); Management of repair and/or replacement of warranted hardware; Any on site or remote service calls; Investigative and remediation efforts as a result of a security event; Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by Acruity Managed Services. Must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Servers (if coverage if purchased - see scope of work)	Dell, HPE, Lenovo,	Dell	File level or Image level backups; Server uptime monitoring and notification; Check Event logs; Antivirus definition checks; Check to verify backup	Updates to Operating System	Data set checks for backups; Onsite hardware checks;	Client data set verifications;	File restores; Hard drive space issues	Remediation of Alerts or issues found in Event logs; Installing or changing Antivirus solutions; Resolving problems with Antivirus; Full system recovery; Failover in the cloud; Systems administration including policy edits and account-level permissions changes; Applications updates; Firmware updates; Troubleshooting, repair, component or unit replacement (ie hard drive replacement, power supply replacement); Management of repair and/or replacement of warranted hardware; Any on site or remote service calls; Investigative and remediation efforts as a result of a security event; Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by Acruity Managed Services. Must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Hypervisor OS (if coverage is purchased - see scope of work)	HyperV	HyperV	Server uptime monitoring and notification; Check Virtual Host Event logs; Antivirus definition checks	N/A	N/A	N/A	Hard drive space issues	Remediation of Alerts or issues found in Event logs; Full system recovery; Failover in the cloud; Systems administration including policy edits and account-level permissions changes; Applications updates; Firmware updates; Investigative and remediation efforts as a result of a security event; Any on site or remote service calls; Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by Acruity Managed Services. Must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
	VMware	VMware	Server uptime monitoring	N/A	N/A	N/A	Hard drive space issues	Remediation of Alerts or issues found in Event logs; Full system recovery; Failover in the cloud; Systems administration including policy edits and account-level permissions changes; Applications updates; Firmware updates; Investigative and remediation efforts as a result of a security event; Any on site or remote service calls; Other services not explicitly stated in daily, weekly, monthly, or quarterly services.	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by Acruity Managed Services. Must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.