











<b>WHAT'S COVERED</b> ✓ Included  Time & Materials	INWATCH BASIC	INWATCH BRONZE	INWATCH PLATINUM
7/24/365 Remote monitoring of networks, System & Applications	✓	✓	✓
7/24/365 Performance & Security Alerts	✓	✓	✓
Monthly reporting by e-mail	✓	✓	✓
Remote Windows and anti-virus patch updates	✓	✓	✓
Monthly Test Backups with Restores			✓
Discounted hourly rates for any additional monthly services or special projects			
Monthly on-site support hours (12*5, except holidays)		✓ 1hr for per month included for every server on plan*	✓
Monthly remote support hours (12*5, except holidays)		✓ unlimited 12x5	✓
Monthly remote EMERGENCY support hours (after hours/holidays/workends)			✓
Minimum requirements must be met qualify for this package		✓	✓
Service Responses (Business hours)	InWatch Basic	InWatch Bronze	InWatch Platinum
Issue Alert Notification	15min	15min	15min
Remote Problem Response time	2hr	2hr	1hr
On site Problem Response time	5hr	4hr	3hr

