

Monday, August 24, 2015

Nova Classical Academy
Kimberly Reagan
1455 Victoria Way
St. Paul, MN 55102
kreagan@novaclassical.org

Dear Kimberly,

Here is your proposal for Unlimited Onsite Managed Services for the school. It includes:

- Unlimited Onsite Managed Services - Monthly Fee

Please call (612-701-3656) or email (bric@syand.com) should you have any questions. Otherwise, I will follow up with you in the next few days.

Thank you,



Bric Gessner
Sales Consultant
SYAND
www.syand.com

Prepared For

Nova Classical Academy
Kimberly Reagan
1455 Victoria Way
St. Paul, MN 55102
kreagan@novaclassical.org
6512096320

Prepared By



Bric Gessner
Phone: 612-701-3656
Email: bric@syand.com

Quote: 001893
Date: 08/24/2015
Expires: 07/01/2015

Qty	Description	Price	Extended
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Qty	Description	Price	Extended
1	<p>Managed Services - Monthly Fee</p> <p>Gold Managed Services Support Plan - Unlimited Onsite - Monthly</p> <ul style="list-style-type: none"> All on-site and remote service of servers, workstations and hardware. Any moves, adds and changes within your environment are not included under the MS agreement and will be billed separately as projects at the standard hourly rates. New users added to the network are billed a one-time integration charge of \$235.00 each. Network will be audited quarterly. New users will be added at \$15.00 per user, per month. After-hours remote service is available at an additional cost during the following hours: <ul style="list-style-type: none"> Monday-Friday (7am-8am, 5pm-8pm) - \$140.00/hour <ul style="list-style-type: none"> 15 minute increments for remote service. 1 hour minimum for on-site service and 15 minute increments thereafter. Saturday-Sunday (8am-5pm) - \$210.00/hour <ul style="list-style-type: none"> 15 minute increments for remote service. 1 hour minimum for on-site service and 15 minute increments thereafter. Holidays (8am-5pm) - \$280.00/hour <ul style="list-style-type: none"> 15 minute increments for remote service. 1 hour minimum for on-site service and 15 minute increments thereafter. 	\$2,250.00	\$2,250.00



LabTech Remote Monitoring Solution (PC's and Servers):

LabTech can perform any IT support and management task or process that needs to be accomplished remotely, efficiently, and non-intrusively. Cutting-edge, native agent technology makes LabTech the most powerful, feature-rich and widely-sought RMM platform in the current IT market.

JAMF Casper Suite Remote Monitoring Solution (Mac's):

JAMF Software provides comprehensive enterprise management and RMM software for the Apple platform, simplifying IT management and support of OS X and iOS devices.

Vipre Antivirus:

Vipre Antivirus is an all-in-one security solution that protects against identity thieves, spammers, hackers and cybercriminals to keep your PC safe without

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Managed Services - Monthly Fee

impacting performance.

McAfee SaaS Anti-Spam:

McAfee SaaS (formerly MX Logic) is a leading provider of managed email protection and security services that protect enterprises and service providers from junk email ("spam"), viruses, worms, malicious content and attachments, and other harmful email threats.

OpenDNS:

OpenDNS provides a cloud-delivered predictive security service that delivers automated protection against advanced attacks for any device, anywhere. OpenDNS not only blocks malware, botnets and phishing over any port, protocol or app, but also detects and contains advanced attacks before they can cause damage.

ConnectWise:

ConnectWise is a core system that provides work flow, help desk and service ticket management.

LogmeIn:

LogMeIn is a remote access and support tool.

Server Coverage Includes:

Scheduled Onsite/Remote examinations of server functions, covering the following items:

- Hot Fixes
- Server Patches
- Server Performance Issues
- Server Resource Issues
- Event Logs
- Drive Utilization
- Memory Utilization
- Verification of all necessary services functionality
- Anti-Virus Management
- Anti-Spyware Management
- File Restoration, if required.

Interaction with software and hardware vendors to resolve warranty issues.

Technical research and consultation on items related to server software and hardware.

Ordering of new server software and hardware, as requested by client.

Management of Renewals and Warranty extensions for associated software and hardware, including:

- Firewall
- Server

Workstation Coverage Includes:

Qty	Description	Price	Extended
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Managed Services - Monthly Fee

Ongoing support of systems via onsite/remote visit, including:

- Workstation Performance
- Event Logs
- Drive Usage
- Memory Usage
- Anti-Virus Functionality
- Anti-Spyware Functionality
- Ongoing maintenance of user accounts.
- Delete/Creation/Reset/Suspend all necessary accounts, if requested by client.
- Hot Fix Installs
- Service Pack Installs
- Remote PCs under this agreement must run antivirus software at a minimum.

Technical research and consultation on recommended/necessary upgrades of hardware or software.

Interaction with software and hardware vendors to resolve warranty issues.

Network Device Coverage Includes:

Ongoing support of systems via remote visit, including:

- Firewall
- Internet Router
- Switching Equipment
- Wireless Access Points
- Uninterruptable Power Supply
- Copier/Scanner
- Local Printers

Consultation on recommended/necessary upgrades for LAN devices at client site.

Interaction with software and hardware vendors to resolve warranty issues.

Technical Research and ordering of software or hardware for systems.

Technical E-Mail sent out on all work accomplished.

Managed Services - Monthly Fee Subtotal \$2,250.00

Additional Notes

Terms and Conditions

The attached quote contains proprietary and confidential information. Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

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Quote Summary

Total

\$2,250.00

Signature _____

Date _____