

# Managed Services Plans and Features

Trapp Technology Managed Services tiers are designed to deliver the flexibility and control you seek and maximize your IT budgets and resources.

## Managed Services Tiers

Trapp Technology delivers an ever-expanding portfolio of Managed Services that meet market demand and exceed customer expectations. The following are the features offered in each tier.



### VOLUME HOURLY PLAN

- Reduced Rate/hour



### SILVER PLAN

- Reduced Rate/hour
- Nightly Backups with Monitoring
- Anti-Virus Optimization
- Server OS Updates
- Workstation OS Updates



### GOLD PLAN

- Queue Priority
- Reduced Rate/hour
- Burstable Labor Usage
- 24/7/365 Remote Support
- Nightly Backups w/ Monitoring
- Data Recovery
- Anti-Virus Optimization
- Malware Removal
- Server OS Updates
- Workstation OS Updates
- Application Updates
- Change Management
- Problem Management
- Root Cause Analysis
- Quarterly Consultations



### PLATINUM PLAN

- Queue Priority
- Reduced Rate/hour
- Burstable Labor Usage
- 24/7/365 Remote Support
- Onsite Support
- Nightly Backups w/ Monitoring
- Data Recovery
- Anti-Virus Optimization
- Malware Removal
- Server OS Updates
- Workstation OS Updates
- Application Updates
- Change Management
- Problem Management
- Root Cause Analysis
- Quarterly Consultations

## Managed Services Features Matrix

Features	Hourly	Volume Hourly	Silver	Gold	Platinum
Queue Priority				•	•
Reduced Rate/hour		•	•	•	•
Burstable Labor Usage				•	•
24/7/365 Remote Support				•	•
Onsite Support					•
Nightly Backups with Monitoring			•	•	•
Data Recovery				•	•
Anti-Virus Optimization			•	•	•
Malware Removal				•	•
Server OS Updates			•	•	•
Workstation OS Updates			•	•	•
Application Updates				•	•
Change Management				•	•
Problem Management				•	•
Root Cause Analysis				•	•
Quarterly Consultations				•	•

## Managed Services Feature Descriptions

### **QUEUE PRIORITY**

Gold and Platinum clients will have the Priority Queue feature enabled with regard to response and escalation time.

### **REDUCED RATE/HOUR**

Discounted hourly rates are granted to clients committed to a Trapp Technology Managed Services plan.

### **BURSTABLE LABOR USAGE**

Gold and Platinum clients are provided flexibility and allowance to surpass their estimated service hours required, without penalty.

### **24/7/365 REMOTE SUPPORT**

U.S.-based LIVE Remote Support available from friendly, knowledgeable, and responsive staff.

### **ONSITE SUPPORT**

Available feature for IT issues that require on-premise and physical technical support.

### **NIGHTLY BACKUPS WITH MONITORING**

Nightly backups of data and 24/7/265 monitoring.

### **DATA RECOVERY**

Best-in-class backup technology enabled to recover single files or entire OS from desired Recovery Point Objective (RPO).

### **ANTI-VIRUS OPTIMIZATION**

Anti-virus software optimized with custom cyber-security policies to protect applications, workstations, and networks.

### **MALWARE REMOVAL**

Utilizes advanced Malware removal tools and techniques from infected devices.

### **SERVER OS UPDATES**

Update server operating system based on predefined schedule with little to no business interruption. Windows 2003-2012 compatible.

### **WORKSTATION OS UPDATES**

Update workstation operating system based on predefined schedule. Available for Windows Vista – 8.1 software.

### **APPLICATION UPDATES**

Coordinate with client and application vendor to implement custom and/or specific application updates based on predefined schedule.

### **CHANGE MANAGEMENT**

Ensures all add/move/change procedures are thoroughly and accurately implemented and effectively beneficial.

### **PROBLEM MANAGEMENT**

Management of IT problems and resulting incidents' lifecycle through prevention, elimination, mitigation, and protection objectives.

### **ROOT CAUSE ANALYSIS**

Systematic process to identify root causes of IT issues or events and tools to quickly remediate faults.

### **QUARTERLY CONSULTATIONS**

As an extension of your IT team, Trapp Technology meets with your team to properly align IT objectives and goals through both process and technology analysis.

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