



Technology Integration & Business Transformation

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RAP Foundation

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MANAGEMENT IT SERVICES DESCRIPTION AND COVERAGE

Efficiently Budget your IT expenses - We provide an all-inclusive, flat rate for our IT services, which allows you to set a fixed budget. This support prevents fluctuations in spending that could very well disrupt your entire financial plan.

Predictable support services – You can plan service changes in advance, according to convenience and practicality. We can thoughtfully determine the best times to discuss issues with our consultants, implement upgrade cycles, perform system auditing and handle maintenance tasks.

- Proactive IT. We identify potential problems before they evolve.
- Constant Monitoring and Management keep your networks and devices safe, secure, and active around the clock.
- Hardware and Software Procurement leave big decisions to the IT experts. We provide estimates, purchase products, and get you the best deal.
- Immediate Helpdesk: Find answers and assistance for all your technology questions.
- Complete Vendor Management: We talk IT. Let us communicate with your vendors to address tech issues and meet your needs. We make the calls, relay the info and solve the problems.
- Flexible Billing: Efficiently work IT into your monthly budget. We offer flat-rate services based on the number of managed devices.

SOKOTEK – Managed IT Service Provider

Technology Integration and Business Transformation

Managed Support and Maintenance (MSP)

Managed Services Offerings

Unlimited On-site and Remote Support

Unlimited Automated Support

PC Monitoring, Maintenance, Patching

Office 365 or Google Workspace (G-Suite)

Cloud File Sync & Share

Endpoint Protection / Antivirus

Security Threat Detection and Remediation

Security Awareness Training

Cloud Backup

Backup Disaster Recovery Appliance

Monthly Reporting

Virtual CIO

Service description details

- Windows Server - Local + remote support 24/7 monitoring
- Microsoft Windows Operating System updates
- Windows Workstations - Local + remote support 24/7 monitoring
- Microsoft Windows Operating System updates
- Remote and On-site support
- Quarterly remote maintenance
- Every six months, local conservation
- Windows Office products and support
- Email support and management
- Software updates,
- Cloud Backup monitoring
- On-premises backup monitoring
- System updates, anti-virus software, malware software.
- Endpoint Protection / Antivirus (additional cost per device) MSP monitors the anti-virus software 24/7. If a virus/worm/ad-ware/spyware is detected, a ticket will automatically be created in MSP's ticket management system. MSP will address viruses as requiring an emergency response by a technician to confirm virus removal.

Monthly Reporting

MSP will provide clients with monthly reporting detailing resolved tickets, patching, anti-virus performance, service availability and network reliability.

Our MSP plan only covers service support, DOES NOT include any hardware nor Software for repairs or upgrades.

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Equipment Inventory

Equipment	Number
Desktops	10
Laptops	0
Servers*	1
MAC Desktops	0
MAC Laptops	0
Router (s)	2
Switch (es)	1
Wireless access point	2
Tablets or cellphones	?
Network Printers	1
Standalone Printer	0

- Server (s) maintenance and proactive support 1 Dell server
- Workstation/PC maintenance and proactive support up to 10 workstations
- Printer (s) (local) up to 0 local printers
- Network Printer (s) up to 1 printer
- Network Devices monitoring 1 Sonic walls router, one switch, two wireless access points
- NAS Device

Note: *If Any additional PC (s) server (s) or Network Device (s) are implemented to the network, they will be added to the inventory list and the agreement at its maintenance price*

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SLA (Service Level Agreement) see below

Managed Services Response Times

Trouble	Priority	Response Time 9am-6:00pm Weekdays-and Saturday	Response Time After hours and Weekend/Holidays
Service not available (all users and functions unavailable. Ex: Server down).*	1	Remote within 2 hours On-Site within 3 hours	Remote within 4 hours On-Site within 6 hours
Significant degradation of service (large number of users or business-critical functions affected).*	2	Remote within 4 hours On-Site within 6 hours	Remote within 6 hours On-Site within 8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).**	3	Remote within 6 hours On-Site within 24 hours	Remote within 8 hours On-Site within 24 hours
Small service degradation (business process can continue, one user affected).**	4	Remote within 12 hours On-Site within 24 hours	Remote within 10 hours On-Site within 24 hours

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Pricing options

MSP Per-device pricing model (Suggested)

Monthly Service Fee cost per device:

- Custom-tailored IT Service plan for your office, one-year agreement
- Server (s) maintenance and proactive support cost **\$350.00** per Server
- Workstation/PC maintenance and proactive support cost **\$100.00** per device
- Printer (local) \$0
- Network Printer **\$50.00** per printer
- Network Devices monitoring **\$300.00** (2 routers and one switch)
- NAS Device monitoring **\$200.00**

Onboarding One-time fee \$1000.00 for up to 10 devices

MSP IT services \$1600.00 per month (one-year agreement)

Note: In the event of adding other PC (s) server (s) or Network Device (s), the device will be added to the inventory list and added to the agreement at its cost (MSP per-device pricing model)

Client responsibility:

The client covers

Workstations anti-virus software licensing. (At **\$6.00** per computer Workstation)

Server anti-virus software licensing. (At **\$15.00** per month per Server)

On-site backups software (if needed) covered by the client (Server backups)

The client covers cloud backup licensing (TBD)

The client covers hardware and software upgrades

Hardware or Software for repairs

Hardware additions

Software implementations

Any other project outside of the maintenance plan described in this document

Important note

Any device Server, workstation, router, switch (s) covered by this MSP program must not be older than five years. If any device reaches its lifetime cycle, it must adequately be replaced with a new one

Other pricing models

- » **Break-Fix:** Customer paying an hourly rate as issues occur at **\$150.00 per hour**
- » **Responsive:** Customer pre-purchases a block of hours minimum of 4 hours at **\$125.00 per hour**.
- » **Proactive:** Customer contracts out a checklist of preventative maintenance We quote the project at a flat fee \$ **cost per project**

The proposal is not final is just a quote; it is not final; the price might change if an item (s) was not counted for or extra items are included (they will get removed from the proposal)

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