

PROSTRATUS SUPPORT PACKAGES

SERVICES PROVIDED	Essentials	Essentials	Essentials	Essentials
	Lite 1.0	Standard 1.0	Plus 1.0	Complete 1.0
Remote monitoring 24/7	X	X	X	X
Alerts/Notifications	X	X	X	X
Reports/Analytics	X	X	X	X
Customer service portal	X	X	X	X
24/7 help desk/technical support		X	X	X
Remote remediation		X	X	X
Remote screen support		X	X	X
Service ticket tracking		X	X	X
Remote management		X	X	X
Proactive support		X	X	X
Patch management		X	X	X
Device optimization		X	X	X
Firmware management		X	X	X
Provisioning	X	X	X	X
VAR Services for hardware/software purchases		X	X	X
Daily backup monitoring		X	X	X
Daily backup management		X	X	X
Cloud backup storage (Up to 1 TB included)			X	X
Automatic backups			X	X
Virus monitoring		X	X	X
Virus protection with updates			X	X
Web filtering			X	X
Web filtering management			X	X
Phishing attack training			X	X
Tech tips		X	X	X
Web filtering monitoring			X	X
Spam protection			X	X
Spam protection management			X	X
Malware protection			X	X
Ransomware protection			X	X
Security monitoring		X	X	X
Security protection and management			X	X
Endpoint protection and management			X	X
Cybersecurity			X	X
Intrusion detection			X	X
Firewall management			X	X
Spyware protection			X	X
Office 365 Premium			X	X
DNS management			X	X
Email management			X	X
Skype video conference			X	X
SharePoint			X	X
OneDrive cloud storage (1 TB per user)			X	X
Onsite maintenance				X
Onsite project service (reduced hourly rates)		X	X	X

WHAT YOU RECEIVE
Continuous observation and status of network devices, services, computers, laptops, security, protection, and optimization.
Warnings and events based on thresholds. Includes heartbeat monitoring of critical devices.
Usage, activities, performance of network activity.
Ability for user to view all service tickets and key performance dashboard.
Helpdesk support available 24/7/365 via phone, chat, email, remote desktop.
Technical support for issues.
Ability for the support team to remotely control desktops or laptops for quick resolutions.
All issues and support incidents are assigned a ticket for efficient processing and tracking.
Active monitoring and best practice implementation.
Optimization, updates, and maintenance completed on a schedule to prevent issues.
Server and device OS patch updates. Critical for security and performance.
Disk and memory space usage and capacity. Performance of devices.
Updates for firmware for security and performance.
Optional management of telco and Internet circuits.
Discounts on hardware and software products purchased from ProStratus.
Daily backup checks for local and cloud storage.
Ensures redundancy, retention schedule, and storage space.
Cloud storage backup for servers (1 TB per customer). Additional space is available for an additional charge.
Backup software for local and cloud environments.
Ensures virus protection is up to date. Includes virus notification.
Virus protection software with updates. Protects servers, computers, and laptops.
Blocks and manages incoming and outgoing web traffic.
Provides active management for web traffic.
Prevents phishing attacks with managed training campaigns. Increases security. Identifies problem users.
Monthly training videos to increase security and best practice policies.
Detects violations to web traffic policies.
Prevents spam via emails.
Updates for spam protection.
Malware protection software for servers, computers, laptops.
Ransom protection and detection.
Ensures security prevention measures are active.
Overall security monitoring and management for your network.
Protects servers, computers, and laptops from security threats.
Detects system anomalies and learns network activity.
Detects attacks from outside threats.
Configuration settings for firewall devices.
Prevents spyware on servers, computers, and laptops.
Full suite: Word, Excel, PowerPoint, Access, Notes, Teams, and more for every user.
Make changes or updates for hosted DNS.
Managed email with Outlook and Office 365.
Skype for Business for video conference for every user.
Share documents with your teams and work together.
Storage for computers and laptops. 1 TB for every user.
Onsite service for maintenance - local service area only.
Reduced onsite service rate for projects or other services.



ProStratus

20 S Limestone St Ste 250
Springfield OH 45502
937-346-8490