

## VintageCare IT Support

### SOC Services

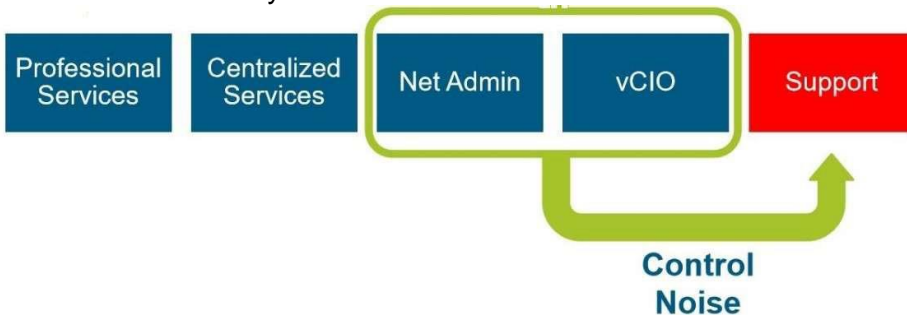
### Backup Data Storage

- ✓ Remote End-user Support – includes Kaseya licensing
- ✓ Remote Network Management
- ✓ Service Ticket Management – includes ConnectWise licensing
- ✓ Anti-virus Management – includes Webroot licensing
- ✓ Spam filter Management – includes Barracuda licensing
- ✓ DNS Management – DNS Record Manager
- ✓ Patch Management – includes NOC Services
- ✓ Asset Tracking
- ✓ Infrastructure Documentation – includes IT Glue licensing
- ✓ Cloud File Sharing
- ✓ Remote Backup Services – includes Veeam licensing
- ✓ Disaster Recovery Planning Services
- ✓ IT Vendor Management
- ✓ Dedicated Network Administrator/vCIO
- ✓ Monthly System Audits
- ✓ Annual budgets, technology roadmap, project SOWs, quarterly briefings
- ✓ 15% Discount on all Time & Materials Fees
- ✓ 7 x 24 x 365 Monitoring – includes PRTG licensing
- ✓ Service Desk 7:30AM – 6:00PM, Monday-Friday, Holidays Excluded
- ✓ After hours, holidays, and weekend support available for hourly fee
- ✓ Onsite support available for hourly fee
- ✓ 5 Service Delivery Areas

\$140.00 / User / Month

\$ 15.00/ Device / Month

\$ 0.20 / GB / Month



**Centralized Services** – Proactive Services: manage security tools, patch management, Anti-Virus, Spam Management, desktop optimization, backups, Disaster Recovery etc.

**Network Administration** – Implements Best Practices: audits to a technology checklist, reviews other internal groups, works to eliminate reactive issues and identify technical risk.

**Virtual CIO** – Technology Planning and Consulting: works directly with Network Administration to identify business risks and assist in planning and budgeting while understanding the specific needs of each client. Business impact of technology decisions.

**Support Desk** – Reactive Services: the service desk is the single point of contact for all reactionary issues and provides prompt direct support to our clients. Customer portal.

**Professional Services** – Implement New Technology: project team that focuses on installing new solutions and tracking adds & changes while assisting with escalated support issues.

Scope of Work development.

# IT Service Offerings

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<b>VintageCare IT Support - OS</b>	<b>\$155.00 / User / Month</b>
<b>SOC Services</b>	<b>\$ 15.00 / Device / Month</b>
<b>Backup Data Storage</b>	<b>\$ 0.20 / GB / Month</b>

Adds onsite site support included with the monthly fee.

<b>VintageCare IT Support - NOEU</b>	<b>\$115.00 / User/ Month</b>
<b>SOC Services</b>	<b>\$ 15.00 / Device / Month</b>
<b>Backup Data Storage</b>	<b>\$ 0.20 / GB / Month</b>

For companies with an IT savvy employee who will be the front-line support for all end-user tickets.

<b>VintageCare IT Support (Up to 10 Users)</b>	<b>\$1,400.00 / Month</b>
<b>SOC Services</b>	<b>\$ 15.00 / Device / Month</b>
<b>Backup Data Storage</b>	<b>\$ 0.20 / GB / Month</b>

For small companies.

## Onboarding Fee

Equal to one month's service fee  
(Waived for 12-month contracts)

- ✓ Set up online service ticket entry and tracking
- ✓ Install monitoring agents on servers and desktops
- ✓ Verify we have all the required passwords
- ✓ Change passwords
- ✓ Create separate Vintage account for auditability
- ✓ Install/verify backups
- ✓ Install Virus Protection
- ✓ Install Spam Protection
- ✓ Install DNS filter agents
- ✓ Update patches on servers, workstations, firewalls
- ✓ Review documentation
- ✓ Update documentation in our online system
- ✓ Create Network diagram
- ✓ Perform initial audit to Best Practices
- ✓ Within 90 days present client with one year budget and road-map to discuss

## Additional Options

- Virtual Desktop \$49.00 / User / Month
  - VDI Storage \$ 0.45 / GB / Month
  - 3<sup>rd</sup> Party Application Software \$79.00 / Application / Month
  
- Compliance Reviews \$ 500.00 / Month / Review
  - HIPAA
  - CMMC
  - SOC 2
  
- Individual User Data Backup (plus data charges) \$15.00 / device / Month
- Out-of-State Backup Services (plus data charges) \$10.00 / Server OS / Month
- O365 Backup (plus data charges) \$ 5.00 / user / Month
- Multi-factor Authentication \$ 5.00 / user / month
- CW Streamline IT \$ 50.00 / month

## Cloud - Infrastructure as a Service (IaaS)

- Base VDC – 1 Public IP, 1 Firewall, 5Mbps 8GB Ram, 2vCP \$ 450.00 / month
- Additional Bandwidth \$ 17.00 / Mbps / month
- Memory \$ 15.00 / GB RAM / month
- Compute \$ 50.00 / vCPU / month
- Data (flash) \$ 0.45 / GB / month
- Additional Firewalls \$ 25.00 / firewall / month
- Additional IP Address \$ 2.00 / IP / month
- Cross Connect \$ 200.00 / connection /month
- IPsec site to site VPN \$ 25.00 / month
- VM Licensing \$ 8.00 / month
- Second Location Backup (Chicago) \$ .20 / GB / month
  - Backup charge per VM or per server \$ 20.00 / month
- Colocation Services \$ 70.00 / U / month

## O365 Licensing

- Microsoft 365 Business Basic \$ 5.00 / user / month
  - Word, Excel, PowerPoint
  - Exchange, OneDrive, SharePoint, Teams
- Microsoft 365 Business Standard \$ 12.50 / user / month
  - Outlook, Word, Excel, PowerPoint, Publisher, Access
  - Exchange, OneDrive, SharePoint, Teams
- Microsoft 365 Business Premium \$ 20.00 / user / month
  - Outlook, Word, Excel, PowerPoint, Publisher, Access
  - Exchange, OneDrive, SharePoint, Teams, Intune, Azure Information Protection

## VintageCare Limited

VintageCare Limited allows a client with a limited budget to obtain basic support each month for a fixed cost. Included are Server Monitoring and Desktop Maintenance. Server Monitoring consists of installing our monitoring agent on the server(s) and then notifying the client when there is a warning, error, or outage that is detected by our monitoring tools. VintageCare Limited also includes up to 4 hours of support. Unless otherwise directed by customer, Vintage will perform a 2 hour server maintenance checklist at the beginning of each month as well as verify and install Microsoft Patches. Server maintenance cannot be deferred for more than 2 consecutive months.

Each additional server adds 2 additional support hours that will be utilized for Server Maintenance and Patching unless otherwise directed by the customer. VintageCare Limited allows clients on a limited budget to control their monthly IT costs and set their own priorities.

Client Desktop Maintenance includes running scripts to improve performance and to reduce the probability of failures. Server Monitoring and Desktop Maintenance includes the ability of the help desk to have a remote connection to the client's network. This remote connection allows for service to occur quickly and easily.

**Agents are required to be installed on all servers and systems. Please consult the IT Service Offering document for exact coverage and exclusions.**

First Server	\$ 438/server/month
Additional Servers (2-5)	\$ 278/server/month
Additional Servers (6+)	\$ 178/server/month
Desktop Maintenance	\$ 19/system/month

### Additional Options

Spam Filtering	\$ 30/month plus \$1.20/mailbox/month
Remote Backup Services	See Vintage Managed Backups

## VintageCare Unlimited Network Maintenance With End User Options

The VintageCare Unlimited Network Maintenance with Client Maintenance Options requires the client to bring their network/server environment to minimum standards. This is detailed on the "Flat Rate and Unlimited Minimum Standards" page.

Once the network has been verified to have met the minimum standards, Vintage IT Services will be able to offer the VintageCare Unlimited Network Maintenance with Client Maintenance option. Unlimited remote and onsite Network Maintenance, and Server Maintenance are included. This includes servers, switches, firewalls, and other network equipment as well as monthly patches. Server maintenance checklists are completed twice per month, per server. Client options include Desktop Maintenance, Help Desk, Mobile Device Support and Onsite support.

**Please consult the IT Service Offering document for exact coverage and exclusions.**

First Server	\$ 727/server/month
Additional Server (2-5)	\$ 478/server/month
Additional Servers (6+)	\$ 278/server/month

### Desktop Options (Pick One)

Unlimited End-User Remote Help Desk	\$ 44/system/month
VintageCare Unlimited Desktops	\$ 59/system/month

## Additional Options

- Firewall Monitoring \$ 60.00/device/Month
- Switch Monitoring \$ 25.00/device/Month
- WAP Monitoring \$ 25.00/device/Month
- AV Services \$ 5.00/device/month
- NOC Services \$ 10.00/user/month

## Software Licenses (monthly rental)

- Microsoft Windows Server \$ 13.50/server/month
- Microsoft SQL Server Standard Edition -user \$ 15.00/user/month
- Microsoft SQL Server Standard Edition -2 core \$155.00/server/month
- Microsoft RDS \$ 5.75/user/month
- Citrix XenApp \$ 11.00/user/month
- MS Windows Server Standard \$ 6.00/ user month
- MS Windows Essentials \$ 20.00/user/month
- MS Windows Server Data Center \$ 38.00/user/month
- Cisco AnyConnect VPN User Cal \$ 2.00/user/month
- MS SQL Enterprise \$ 608.00/user/month
- MS SQL Web \$ 10.00/user/month
- PC to DF Connection - Company \$125.00/company/month
- PC to DF Connection - User \$ 5.00/user/month
- ShareFile License \$ 7.00/user/month
- Out of State backup services (plus data charges) \$ 10.00/month
- Block Storage per GB \$ .20/GB/month
- Microsoft 365 Apps for business \$ 8.25/user/month

## Hosted Exchange

- Unlimited Mailbox Size \$ 16.75/mailbox/month
- 2GB Mailbox Limit \$ 11.00/mailbox/month
- 500MB Mailbox Limit \$ 6.50/mailbox/month
- Spam Filtering \$ 5.00/user/month

## Vintage Managed Backups

Vintage Managed Backups provides clients with best-in-class backup and disaster recovery for physical and virtual environments for client owned equipment. Vintage IT performs a local backup of your servers to a backup disaster recovery appliance (BDR). As an extra layer of protection your backup data is replicated to the Vintage data center\*.

### BDR Appliance Options:

Small Appliance Tower Form Factor For clients with 1 to 5 servers Up to 1.5TB of protected data RAID 1 Data Protection	\$ 85/month
Medium Appliance Rack Mount Form Factor For clients with 1 to 10 servers Up to 8TB of protected data RAID 5 Data Protection	\$ 165/month
Large Appliance For clients with more than 8TB of protected data Customized hardware built to customer specifications	\$ Customized to Client Requirements
Backup Agent License:	
BDR Protected Server Agent	\$ 57/Server OS/month
Data Fees:	\$ 0.20/GB

## Vintage Hosted Enterprise VOI

Vintage Hosted Enterprise VOIP  
 Unlimited calling in the 48 Contiguous States and  
 Canada One Enhanced DID per company  
 Redundant Data Centers  
 Yealink SIP-T42S phone per  
 extension Session Boarder  
 Controller

Extension with phone	\$ 34.99 / month
Extension without phone	\$ 29.99 / month
Standard DID	\$ 2.00 / month
Enhanced DID	\$ 3.00 / month
Conference Phone	\$ 30.00 / month
Upgraded User Phone per model	\$ Pricing variable
VOIP – Fax to Email	\$ 25.00 / month
Onboarding Fee of service	\$ Equal to 1 month

## Time & Material Rates (during business hours)

Service Desk Technician	\$145.00 / hour
Systems Engineer	\$175.00 / hour
Network Engineer	\$195.00 / hour
Virtual Engineer	\$215.00 / hour
Security Engineer	\$225.00 / hour

\*VintageCare IT Support clients receive 15% discount.

In determining the amount to be charged for computer services we will consider:

- The time and effort required, the base hourly rates of the technicians involved, the novelty and complexity of the issues presented, and the skill required to perform the computer services promptly;
- The fees customarily charged in the community for similar services and the value of the services to you;
- The time constraints imposed by you as our client and other circumstances, such as an emergency situation, or substantial disruption of other office business;
- The nature and longevity of our professional relationship with you;
- The experience, reputation and expertise of the technicians performing the services;
- The extent to which office procedures and systems have produced a high quality product efficiency

Nights/Weekends/Holiday surcharge on the above rates \$ 40.00 / Hour