IT Service Offerings

VintageCare IT Support – Service 10100   **$155.00 / User / Month**
Managed SOC Services – Service - 11100   **$ 15.00/ Device / Month**
Managed Cloud Backup Data – Cloud 12000   **$ 0.20 / GB / Month**

- ✓ Remote End-user Support - Includes Kaseya Licensing
- ✓ Remote Network Support and Management
- ✓ Remote Server and Support
- ✓ Remote Microsoft O365 Support and Management
- ✓ NOC Services - Monitoring and Patch Management
- ✓ Service Ticket Support and Management - Includes ConnectWise Licensing
- ✓ Anti-virus Management- Includes Webroot Licensing
- ✓ Spam filter Management - Includes Barracuda Licensing
- ✓ Asset Tracking
- ✓ Infrastructure Documentation - Includes IT Glue Licensing
- ✓ Remote Backup Services - Includes BDR and Veeam Licensing
- ✓ Disaster Recovery Services
- ✓ IT Vendor Management
- ✓ Dedicated Network Engineer/vCIO
- ✓ Monthly System Audits to IT Business Best Practices
- ✓ Annual budgets, technology roadmap, project SOWs, quarterly briefings - Includes MyIT Process and Network Glue
- ✓ 15% Discount on all Time & Materials Fees
- ✓ 7 x 24 x 365 Network Monitoring
- ✓ Service Desk Available 7:30AM – 6:00PM, Monday-Friday, Holidays Excluded
- ✓ 1-800 Emergency Support Available after hours, holidays, and weekends for hourly fee
- ✓ Onsite support available for hourly fee
- ✓ Disaster Recovery is best effort to restore operating systems, applications, and backup data at Time and Materials
- ✓ 5 Service Delivery Areas
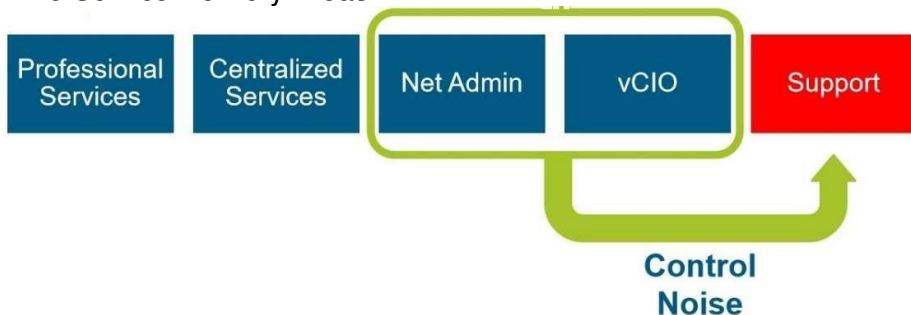
Centralized Services – Proactive Services: manage security tools, patch management, Anti-Virus, Spam Management, desktop optimization, backups, Disaster Recovery etc.
Network Administration – Implements Best Practices: audits to a technology checklist, reviews other internal groups, works to eliminate reactive issues and identify technical risk.
Virtual CIO – Technology Planning and Consulting: works directly with Network Administrationto identify business risks and assist in planning and budgeting while understanding the specificneeds of each client. Business impact of technology decisions.
Support Desk – Reactive Services: the service desk is the single point of contact for allreactionary issues and provides prompt direct support to our clients. Customer portal.
Professional Services – Implement New Technology: project team that focuses on installingnew solutions and tracking adds& changes while assisting with escalated support issues.
Scope of Work development.

IT Service Offerings

VintageCare IT Support – Service 10101	**$175.00 / User / Month**
Managed SOC Services - Service 11100	**$ 15.00 / Device / Month**
Managed Cloud Backup Data - Cloud 12000	**$ 0.20 / GB / Month**

New PC installs included with the monthly fee.

VintageCare IT Support (Up to 10 Users) Service - 10200	**$1,750.00 / Month**
Managed SOC Services – Service 11100	**$ 15.00 / Device / Month**
Managed Cloud Backup Data – Cloud 12000	**$ 0.20 / GB / Month**

For small companies.

VintageCare IT Support NOEU - Service 10300	**$130.00 / User/ Month**
Managed SOC Services – Service 11100	**$ 15.00 / Device / Month**
Managed Cloud Backup Data – Cloud 12000	**$ 0.20 / GB / Month**

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

VintageCare IT Support OS – Service 10400	**$190.00 / User / Month**
Managed SOC Services - Service 11100	**$ 15.00 / Device / Month**
Managed Cloud Backup Data - Cloud 12000	**$ 0.20 / GB / Month**

Adds onsite site support included with the monthly fee.

VintageCare IT Support OS - Service 10401	**$210.00 / User/ Month**
Managed SOC Services – Service 11100	**$ 15.00 / Device / Month**
Managed Cloud Backup Data – Cloud 12000	**$ 0.20 / GB / Month**

New PC installs included with the monthly fee.

Onboarding Fee – Service 10500	Equal to one month's service fee (Waived for 12-month contracts)

- ✓ Set up online service ticket entry and tracking
- ✓ Install monitoring agents on serves 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

IT Service Offerings

- Virtual Desktop Cloud - 2000 $ 49.00 / User / Month
    - VDI Storage and/or Flash Storage Cloud - 2100 $ 0.45 / GB / Month
    - Customer Custom Application Software Cloud - 2200 $ 79.00 / Application / Month
    - VDI Dedicated - Xen App, NVIDAGPU Cloud 2010 $ $ 0.45 / GB / Month

- Compliance Reviews $ 500.00 / Month / Review
    - HIPAA Service - 11920
    - CMMC Service - 11910
    - SOC 2 Service – 11905

- Vintage IT Best Practices Audit Ongoing Service – 11550 $ 1,750.00
- Vintage IT Best Practices Audit Onetime Service – 11560 $ 7,500.00
- Workstation Backup   (plus data charges) Cloud - 12300 $ 15.00 / device / Month
- Backup Charge per VM per Server (+ data charges) Cloud -12110 $ 20.00 / Server OS / Month
- Managed 365 backup data $ .20 / GB/ Month
- O365 Backup (+ data charges) Cloud - 12200 $ 5.00 / user / Month
- Multi-factor Authentication Service - 11200 $ 5.00 / user / Month
- CW Streamline IT Software - 80000 $ 50.00 / user / Month
- Vintage Security Package $ 0.00 / user / Month

Cloud - Infrastructure as a Service (IaaS)

- Base VDC – 1 Public IP, 1 Firewall, 5Mbps 8GB Ram, 2vCP, 500GB Data $ 400.00 / month
- Additional Bandwidth Cloud - 1100 $ 17.00 / Mbps / month
- Memory per GB Cloud - 1200 $ 15.00 / GB RAM / month
- Compute per vCPU Cloud - 1300 $ 50.00 / vCPU / month
- VDI and/or Flash Storage per GB Cloud - 2100 $ 0.45 / GB / month
- Firewall Instance Cloud - 1500 $ 25.00 / firewall / month
- Public IP Address – Cloud 1600 $ 2.00 / IP / month
- Site to Site Fiber Connection Cloud – 3200 $ 200.00 / connection /month
- Site to site VPN Cloud - 3000 $ 25.00 / month
- VM Licensing for IaaS Cloud - 1000 $ 8.00 / month
- Second Location Backup (Chicago) Cloud - 12100 $ .20 / GB / month
    - Backup charge per VM or per server Cloud - 12110 $ 20.00 / month
- Colocation Services Cloud - 9000 $ 70.00 / U / month
- Block Storage per GB Block Cloud - 1400 $ .20/GIG/Month

M365 Licensing

- Microsoft 365 Business Basic Software - 81100 $ 72.00 / user / year
    - Word, Excel, PowerPoint
    - Exchange, OneDrive, SharePoint, Teams
- Microsoft 365 Business Standard Software - 81200 $ 150/ user / year
    - Outlook, Word, Excel, PowerPoint, Publisher, Access
    - Exchange, OneDrive, SharePoint, Teams
- Microsoft 365 Business Premium Software - 81300 $ 264.00 / user / year
    - Outlook, Word, Excel, PowerPoint, Publisher, Access
    - Exchange, OneDrive, SharePoint, Teams, Intune, Azure Information Protection
- Microsoft 365 Apps for Business Software – 81400 $ 99 / user / year
- Microsoft 365 Apps for Enterprise Software – 81510 $ 144 / user / year
- Office 365 E1 Software – 81600 $ 120 / user / year

- Office 365 E3 Software – 81610 $ 276 / user / year
- Office 365 E5 Software – 81620 $ 456 / user / year

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.

Server Maintenance, Monitoring & Patches Service - 61000 $ 438/server/month
Additional Servers (2-5) Service - 61100 $ 278/server/month
Additional Servers (6+) Service - 61200 $ 178/server/month
Workstation Maintenance Service - 61500 $ 19/system/month

Additional Options

Spam Filtering Service – Service 64000 & Service 64100 $ 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 Service - 60000 $ 850/server/month
Additional Server (2-5) Service - 60100 $ 550/server/month
Additional Servers (6+) Service - 60200 $ 278/server/month

Desktop Options (Pick One)

Unlimited Remote End User Support Service - 63000 $ 44/system/month

IT Service Offerings

Unlimited End User & Onsite Support Service - 63100 $ 59/system/month

Additional Options

- Firewall Monitoring Service - 62000 $ 60.00/device/month
- Switch Monitoring Service - 62100 $ 25.00/device/month
- WAP Monitoring Service - 62200 $ 25.00/device/month
- AV Services Service - 11300 $ 5.00/device/month
- NOC Services Service - 11400 $ 10.00/user/month
- MFA Services Service - 11200 $ 5.00/user/month
- Project Labor Per Contract – Service 90000 $ 99,999.00/user/month
- New PC Install Computer set up, Service 91000 $ 329.00/device
  OS customization and optimization, software suite installation,
  Windows updates, custom software installation and configuration
- Insert description here when adding to agreement Service 99900 $ 299.00

Software Licenses (monthly rental)

- Microsoft Windows Server Cloud $ 6.00/server/month
- Microsoft SQL Server Standard Edition -user $ 15.00/user/month
- Microsoft SQL Server Standard Edition -2 core Cloud - 3240 $155.00/server/month
- Microsoft RDS Cloud - 4000 $ 7.00/user/month
- Citrix XenApp Cloud - 5000 $ 13.00/user/month
- MS Windows Server Standard Cloud - 3040 $ 6.00/ user month
- MS Windows Essentials Cloud - 3050 $ 20.00/user/month
- MS Windows Server Data Center Cloud - 3100 $ 38.00/user/month
- Cisco AnyConnect VPN User Cal Cloud - 3060 $ 2.00/user/month
- Site to Site Fiber Connection Cloud - 3200 $ 200/month
- MS SQL Enterprise Cloud - 3250 $ 608.00/user/month
- MS SQL Web Cloud - 3270 $ 10.00/user/month
- PC to DF Connection Company – Cloud - 3300 $125.00/company/month
- PC to DF Connection User Cloud - 3301 $ 5.00/user/month
- ShareFile License Cloud - 3900 $ 7.00/user/month
- Out of State backup services (plus data charges) $ 10.00/month
- Block Storage per GB Cloud – 1400 $ .20/GB/month
- Microsoft 365 Apps for business Software – 81400 $ 8.25/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 Cloud - 65600 $ 85/month
Tower Form Factor
For clients with 1 to 5 servers

Up to 1.5TB of protected data
RAID 1 Data Protection

Medium Appliance Cloud - 65610 $ 165/month
Rack Mount Form Factor
For clients with 1 to 10 servers
Up to 8TB of protected data
RAID 5 Data Protection

Large Appliance Cloud - 65620 $ Customized to Client Requirements
For clients with more than 8TB of protected data
Customized hardware built to customer specifications

Backup Agent License:

Backup Charge per VM or per Server Cloud - 12110 $ 20/ VM or / Server OS / month

Managed Cloud Backup Data Cloud - 12000 $ 0.20/GB

IT Service Offerings

TEAMS VOIP
 Need to enter pricing and info here

Time & Material Rates (during business hours)

Service Desk Technician Service - 11500	$145.00 / hour
Systems Engineer Service - 11510	$175.00 / hour
Network Engineer Service - 11520	$195.00 / hour
Virtual Engineer Service - 11530	$215.00 / hour
Security Engineer Service - 11540	$225.00 / hour
Nights/Weekend/Holiday Surcharge on the above rates– Service 11900	$40.00 / hour
New PC Install – Service – 91000	$329.00 / wks
After Hours Hourly Rate – Service 10402	$185.00 / 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 complexityof 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 emergencysituation, 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

HaaS

Vintage IT Haas - Switch Vintage - IT Haas Switch Service 70100	$TBD/Month
Vintage IT Haas – Firewall Vintage IT Haas Firewall Service 70200	$60.00/Month
Vintage IT Haas – Server Vintage IT Haas – Server Service 70300	$TBD/Month
Vintage IT Haas – PC Vintage IT Haas – PC Service 70400	$TBD/Month