



	SolutionCare Complete	SolutionCare Platinum	SolutionCare Gold	SolutionCare Silver	SolutionCare Bronze
MANAGEMENT					
Monthly Executive Reports	✓	✓	✓	✓	✓
Quarterly Strategy Meetings	✓	✓	*	*	*
Technology Policies	✓	✓	*	*	*
SERVERS					
24/7 Server Monitoring	✓	✓	✓	✓	✓
Remote Patch Management	✓	✓	✓	✓	✓
Server Administration	✓	✓	✓	✓	✓
Antivirus & Backup Monitoring	✓	✓	✓	✓	✓
Unlimited Helpdesk Support	✓	*	*	*	*
On-site Support as Needed*	✓	*	*	*	*
Unlimited User, and Email Administration	✓	*	*	*	*
Status Reporting	✓	✓	✓	✓	✓
Out-Of-Scope Projects	Discounted	Hourly	Hourly	Hourly	Hourly
NETWORK/SECURITY					
Printer Administration	✓	*	*	*	*
Firewall/ Switch Administration	✓	*	*	*	*
Internet DNS Administration	✓	*	*	*	*
Out-Of-Scope Projects	Discounted	Hourly	Hourly	Hourly	Hourly
Servers Included	Unlimited	2	2	1	1
WORKSTATIONS					
All Microsoft Patches	✓	✓	✓	✓	✓
Antivirus Monitoring	✓	✓	✓	✓	✓
Unlimited Helpdesk Support	✓	*	*	*	*
On-site Support as Needed*	✓	*	*	*	*
Out-Of-Scope Projects	Discounted	Hourly	Hourly	Hourly	Hourly
Workstations Included	Unlimited	40	25	15	10
Hours Included in Plan	Unlimited	24	16	10	5