Managed Services Program Overview

List of Features	Core	Plus	Pro
LoyallTy Core Services*	✓	✓	✓
Dedicated Virtual Chief Information Officer	✓	✓	✓
On-Site Technical Alignment Manager	✓	✓	✓
Best Practice Assessment	✓	✓	✓
Service Desk	✓	✓	✓
Documentation	✓	✓	✓
Windows Server & Workstation Patching	✓	✓	✓
Managed Endpoint Security	✓	✓	✓
Server and Workstation monitoring	✓	✓	✓
Windows Feature Upgrades	✓	✓	✓
Backup Monitoring and File Restores	✓	✓	✓
Security Awareness Training	✓	✓	✓
Security Awareness Training Tenant Management	✓	✓	✓
Third Party Patching	✓	✓	✓
Multi-Factor Authentication	✓	✓	✓
Email Backup	×	✓	✓
Cloud Security	×	✓	✓
Password Manager	×	✓	✓
Email Security	×	×	✓
Network Security	×	×	✓
Server Security	×	×	✓

LoyallTy Core Services

- **Infrastructure Management-Storage:** Services include 24/7 storage issue resolution, provisioning, replication management, hardware review, storage reorganization, host connectivity configuration, fileshare management, maintenance contract management, and storage documentation.
- **Infrastructure Management-Server:** Services offered include 24/7 server issue resolution, virtual server provisioning, hardware review, user/group account management, permissions management, local storage management, print queue management, host network configuration, maintenance contract management, server documentation, and infrastructure application support.
- **Infrastructure Management-Network:** Services include 24/7 network device issue resolution, configuration management, updates, documentation, IP address management, site-to-site VPN setup and maintenance, and issue management with circuit providers.
- **Self-Service (Client) Portal:** Users have the capability to check the status of service requests and trouble tickets, as well as the ability to submit service requests online.

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