



BLUE FOX GROUP IT ESSENTIALS

IT Essentials provides you with proactive monitoring and automated maintenance support to keep your IT infrastructure both secure and stable. IT Essentials comes complete with BFG Security Defender which includes anti-virus, anti-malware and anti-phishing protection, as well as the features shown below:

REMOTE MONITORING & MANAGEMENT (RMM)

Blue Fox Groups ability to locate, update and monitor your network endpoints for alerts, irregularities and updates. An RMM agent can be installed on computer equipment, servers, network devices and even mobile devices, providing:

- Centralized administration
- Microsoft security patching and updates
- Programmed Auto-maintenance on Your Equipment
- Application, Performance & Hardware Monitoring
- Remote Support Access
- Automated Monitoring Alerts: which help limit unexpected expenses and time trouble shooting unforeseen issues
- Anti-Virus, Anti-Malware, Anti-Phishing

ENHANCED ASSET MANAGEMENT

We will provide insight into all of the devices which make up your IT environment, providing status on equipment warranty, end of life and system information designed to help you stay abreast of updates and changes, as they pertain to your technology investment.

NETWORK DOCUMENTATION

Blue Fox Group fully reviews and documents your environment at the time of on boarding. Our experienced technicians will perform a thorough “discovery” of your environment, noting existing equipment, set up, possible security weak points and other critical items. This information is then documented allowing us to provide technical support as needed.

ACCESS TO SUPPORT

You have access to our highly experienced technical support team whenever you need it. Support is billed only as you use it allowing you to “pay as you go” - keeping monthly costs under control.

SCHEDULED ONSITE SUPPORT

We offer the option to purchase a small block of scheduled onsite technical support each month. This option allows you to plan for times when you will need a more “hands on” technical advise and support, at our discounted standard labor rate.

ACCOUNT MANAGEMENT

Enjoy the benefits of working with an assigned account manager who can provide quote assistance and periodic reviews for immediate and long term IT planning and budgeting.

PLAN FEATURES & PRICING



IT Essentials

IT Essentials comes with a base package plan that includes network monitoring, back-up monitoring & remote support access and MS Security patching and updates.

Base Plan \$199 / month

Managed Desktop

Includes:

- BFG Security Defender with Anti-Virus
- Anti-Malware & Anti-Phishing
- Remote Support Access
- Asset Management
- Back-up Monitoring
- Microsoft Security Patching/Updates
- Network Monitoring & Documentation

1-25 Desktops: \$22 /month/device
26-50 Desktops: \$19 /month/device
51+ Desktops: \$16 /month /device

Managed Servers

\$50/ month / server

Billable Services

- Full Support Desktop
- Emergency Technical Support (service requests that can't be handled by the support desk after hours will be scheduled to a Level 4 Support Tech during normal business hours at our Preferred Pricing Rate. [See Labor Rates](#))
- NOC Services (Server Alert Remediation)
- Network Remediation
- Office 365 - License Type required for billing
- Third Party Vendor Collaboration
- Back-up Remediation (Billing is based on Requirements)
- 4 Hours On-site Per Month
- Scheduled On-site Technical Support
- New PCs, Printers, & Device Set-up Billed on a Scheduled Project Rate

Labor Rates

Standard Labor Rate: \$160/ Hour
Preferred Pricing Rate: \$144 / Hour
Remote Service: \$72/ .5 Hours