



512-861-2684



HEART OF TEXAS IT

Services	Protection Services	Remote Services	Business Premium
Phone and Email Support	✓	✓	✓
Managed Endpoint Security	✓	✓	✓
Automated Software Patching	✓	✓	✓
Priority Service	✓	✓	✓
24/7 Server Monitoring	✓	✓	✓
Full Network Documentation and Basic IT Audit	✓	✓	✓
No Minimum Hourly Charge	✓	✓	✓
Support Ticket Submission and Portal Access	✓	✓	✓
Add-on Services Allowed	✓	✓	✓
Discounted Hourly Support Rates	✓	✓	✓
Remote Support Agent for Faster Support	✓	✓	✓
Vendor Management on Your Behalf		✓	✓
Third Party Product Maintenance		✓	✓
All Support, Remotely		✓	✓
Semi-annual On-site Technology Reviews		✓	✓
Business Disaster Recovery Planning		✓	✓
Development of IT Budget		✓	✓
Dark Web Monitoring for Business Domain		✓	✓
Email Phishing Simulation and Security Awareness Training		✓	✓
New User Account/Computer Onboarding			✓
Full Disk Encryption Management			✓
Network Security Audit			✓
Anti Spam Service			✓
All Support, On-site			✓
Office 365 Mailbox Included (per licensed user)			✓
Email Journaling and OneDrive Backup (per licensed user)			✓
Server Backup and Offsite Storage Up to 200GB (per licensed user)			✓