

FTE	< 2,000	2,000 - 4,999	5,000 - 9,999	> 10,000
Managed NOC Services				
24x7x365 Staffed NOC	Yes	Yes	Yes	Yes
Multi-geo URL monitoring (upto 5 url's)	Yes	Yes	Yes	Yes
Datacenter, servers & network 24x7x365 monitoring	Yes	Yes	Yes	Yes
"Base SNMP Monitoring (cpu,disk,memory,ping) Monitoring application services & ports, SSL cert, ldap, ldap cert."	Yes	Yes	Yes	Yes
Backups monitoring	Yes	Yes	Yes	Yes
Incident Management, Escalation Management	Yes	Yes	Yes	Yes
Priority Bridge support on P1 outages	Yes	Yes	Yes	Yes
Response Time SLA: 15 mins	Yes	Yes	Yes	Yes
Subscription to OculusITeye™ - CIO realtime performance dashboard	Yes	Yes	Yes	Yes
Service Delivery				
Business Hours for Systems/Network/Cloud support (upto)	500 hours	1000 hours	2000 hours	Custom
24x7 Helpline toll-free number	Yes	Yes	Yes	Yes
Subscription to ITSM tool for ticketing (subscription user license)	3	5	8	Custom
P1 Support 24x7x365 by L3 System/Network Administrator Non-Business hours included	50	100	200	Custom
Server / Network / Cloud Maintenance (patching, upgrades) Non-Business hours included	50	100	200	Custom
Named Service Delivery Manager	Yes	Yes	Yes	Yes
Named Customer Success Managers	Yes	Yes	Yes	Yes
Reporting: Monthly Executive Summary (SLA, Incident Handling Reports)	Yes	Yes	Yes	Yes
Executive Review and Planning Meeting	Quarterly	Monthly	Monthly	Custom
Vulnerabilty Assessment and Reporting (Quarterly)	Yes	Yes	Yes	Yes
Managed Systems Services				
Staffed System Administrators	Yes	Yes	Yes	Yes
"Server support: MS Windows, Linux (RHEL,CentOS,Ubuntu)"	Yes	Yes	Yes	Yes
Backups Management	Yes	Yes	Yes	Yes
Active Directory / DNS Management	Yes	Yes	Yes	Yes
AD: GP/Rules Push to End points	Yes	Yes	Yes	Yes
Server Configuration Management	Yes	Yes	Yes	Yes
MS Exchange / O365 Administration	Yes	Yes	Yes	Yes
Hypervisors: Vmware, HyperV, Citrix, RHEV	Yes	Yes	Yes	Yes
Antivirus Management / Software Installation	Yes	Yes	Yes	Yes
Hardware Warranty and Support expiry tracking	Yes	Yes	Yes	Yes
Managed Network Services				
Staffed Network Administrator	Yes	Yes	Yes	Yes
Managed Firewall services	Yes	Yes	Yes	Yes
Managed Routing and Switching	Yes	Yes	Yes	Yes
Wireless Controller Configuration and Management	Yes	Yes	Yes	Yes
Managed Load Balancer administration	Yes	Yes	Yes	Yes
Network Bandwidth Capping and Netflow	Yes	Yes	Yes	Yes
VOIP Management	Yes	Yes	Yes	Yes
Vlan Management	Yes	Yes	Yes	Yes
Configuration backup Management	Yes	Yes	Yes	Yes
Hardware Warranty and Support expiry tracking	Yes	Yes	Yes	Yes
Managed Cloud Services				
Staffed Cloud AdministratorsAWS / Azure / Oracle / Google Cloud	Yes	Yes	Yes	Yes
Instance Creation and Management	Yes	Yes	Yes	Yes
Basic Automation	Yes	Yes	Yes	Yes
Cloud Backup Management	Yes	Yes	Yes	Yes
Load Balancer Configuration	Yes	Yes	Yes	Yes
Cloud Security Management	Yes	Yes	Yes	Yes
VPN & Cloud Network Management	Yes	Yes	Yes	Yes
Monitoring for Instances / Applications / Nodes / Docker	Yes	Yes	Yes	Yes