

Support365® E² Managed IT Services Offerings

Our premier end-to-end managed IT services solution focuses on your people, not just your hardware. Each of our Support365® E² editions include support from the desktop to the server, and everything in-between.

\$ per user
per month*

Foundation Edition

- End-to-End IT Management
- Unlimited 24x7x365 Help Desk
- Unlimited Onsite Resolution
- Priority Service Level Agreement
- myHelpDesk™ Access
- And more...

\$\$ per user
per month*

Enhanced Edition

- Includes **Foundation**
- Microsoft 365 E3 Licenses
- Unlimited Cloud Storage
- Unlimited User/Device Moves, Adds, Changes, and Deletions
- Enhanced Cloud Backup
- And more...

\$\$\$ per user
per month*

Complete Edition

- Includes **Foundation** & **Enhanced**
- Priority+ Service Level Agreement
- Email Phishing Simulations
- End-User Security Training
- 24x7x365 Real-Time Security Monitoring
- Security Incident Response
- And more...

EXPLORE THE ADDITIONAL FEATURES OF OUR MANAGED IT SERVICES ON THE BACK,
OR CONTACT US AT **1-888-519-8111** FOR MORE DETAILS.

Not seeing what you need? Customized solutions are available.

*Pricing includes coverage for users and all related network devices and servers and is based on a 3 year term and for organizations that have a Standard IT Management Profile. Learn more at dataprise.com/simple.

WHY CHOOSE DATAPRISE?

As one of the nation's largest Managed Service Providers (MSP), Dataprise helps organizations throughout the United States with our unique approach designed to align IT with their business objectives. With over two decades of experience delivering technology management and consultancy solutions, as well as over 300 certified IT experts, we are well positioned and ready to help each business win with IT.



Support365® E² Managed IT Services Included Features

Plans	Foundation	Enhanced	Complete
IT Management & Help Desk			
• End-to-End IT Management and Support for All Managed Technologies	✓	✓	✓
• Included myHelpDesk™	✓	✓	✓
-UNLIMITED 24x7 Live Help Desk Access	✓	✓	✓
-Included Technology Support	✓	✓	✓
-Financially Backed Service Level Agreements	Priority	Priority	Priority+
-myHelpDesk™ Mobile App Access	✓	✓	✓
-Voicemail-to-Ticket™	✓	✓	✓
• 24x7 Proactive Network Monitoring and Automated Systems Management	✓	✓	✓
• Live Network Documentation Portal	✓	✓	✓
• UNLIMITED On-Site Resolution	✓	✓	✓
• Pre-Scheduled On-Site Support Visits	Optional	Optional	Optional
Information Security			
• Managed End-User Anti-Spam and Advanced Email Recovery Services	✓	✓	✓
• Included Dataprise CYBER Base™	✓	✓	✓
-Managed Anti-Virus	✓	✓	✓
-Managed Anti-Malware	✓	✓	✓
-Managed Anti-Ransomware	✓	✓	✓
• Rights Management and Data Loss Prevention for Emails	Optional	✓	✓
• Included Dataprise CYBER Preferred™	Optional	Optional	✓
-Advanced 24x7x365 Managed Detection and Response	Optional	Optional	✓
-Email Phishing Simulations	Optional	Optional	✓
-End-User Security Awareness Training	Optional	Optional	✓
-Dark Web Credential Monitoring	Optional	Optional	✓
-Security Incident Response	Optional	Optional	✓
IT Strategy & Service Enhancements			
• UNLIMITED Access to Expert IT Advice	✓	✓	✓
• Dedicated Account Manager	✓	✓	✓
• Dedicated Service Delivery Manager	✓	✓	✓
• Monthly Program Reporting	✓	✓	✓
• Monthly Program Analytics	✓	✓	✓
• Infrastructure Assessment and Strategic Roadmap	✓	✓	✓
• UNLIMITED Installations, Moves, Adds, Changes, and Deletions	Optional	✓	✓
• Dedicated Virtual Chief Information Officer (vCIO)	Optional	Optional	Optional
Cloud Services			
• Included Fully Managed Remote Backup	1TB	2TB	3TB
• Included Microsoft 365 Edition	Optional	E3	E3
-OneDrive Cloud File Storage	Optional	Unlimited	Unlimited
-Office Applications	Optional	✓	✓
-Mobile Device Management	Optional	✓	✓
• Included Azure Active Directory Edition	Optional	Optional	P1
-Self-Service Password Reset	Optional	Optional	✓
-Single Sign-On	Optional	Optional	✓
• Disaster Recovery-as-a-Service (DRaaS)	Optional	Optional	Optional