

**Onboarding Fee: Waived**

**Monthly Billing: \$1200**

Beginning on the Effective Date of this agreement which is the date signed, client will be billed according to the above-stated payment schedule, in advance for applicable fees. Monthly service overage charges and hardware/software costs, if any, shall be billed monthly. Any amount due under this Agreement shall be payable in full upon receipt of an invoice therefore, without withholding, deduction or offset of any amounts for any purpose. Any amount not paid within thirty (30) days of the date of each invoice shall be subject to an interest charge equal to the lesser of 18% monthly or the maximum interest charge permissible under applicable law, payable on demand. Any charges not disputed by Client in good faith within five (5) days of the receipt of an invoice therefore will be deemed approved and accepted by Client.

**SERVICES:**

REMOTE MANAGEMENT	UNLIMITED REMOTE SUPPORT
REMOTE MONITORING	UNLIMITED ONSITE SUPPORT (HARDWARE MUST BE UNDER FACTORY WARRANTY)
VENDOR INTERVENTION	MICROSOFT SERVER AND WORKSTATION PATCH MANAGEMENT
ALIGNMENT STANDARDS AUDITS	3RD PARTY SOFTWARE PATCH MANAGEMENT
SECURITY	VCIO CONSULTING SERVICES
HARDWARE	BUSINESS CONTINUITY / CONTINUITY PLANNING
CORE INFRASTRUCTURE	MANAGED ANTI-VIRUS / MALWARE
SERVER INFRASTRUCTURE	DNS PROTECT (WEB FILTERING)
SOFTWARE	CLOUD BACKUP SERVER (NO SPACE LIMITS)
BUSINESS CONTINUITY	CLOUD BACKUP WORKSTATIONS (AS REQUIRED)



( Paula )



( Jeff )

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# Support

## SECURITY OPERATION CENTER (SOC)

Hackers are everywhere, 230,000 new malware samples are produced every day, and more than 18 million websites are infected with malware at any given time each week. TPM uses advanced security tools to monitor for threat detection, which include machine learning, artificial intelligence and global threat databases.

## NETWORK OPERATION CENTER (NOC)

Our Network Operations Center (NOC) is watching your entire network, your servers, your internet connections, all of it. If a problem is detected we start remediation activities immediately minimizing any impact to your business. The NOC also proactively supports your environment, deploying security and software updates, and performance testing. You don't have to worry about if you are up to date.

## SUPPORT DESK

Your technology is critical to your business success. We are here to support you when you need it. Available via phone, email and desktop app.

## TECHNOLOGY CONSULTING

We know that technology is constantly evolving. Keeping up and maintaining your IT needs is a daunting task. We are constantly looking for new and better processes and software solutions to keep your utility at the forefront of technology.

# Productivity

<p><b>BASIC MULTIFACTOR AUTHENTICATION (MFA/2FA)</b></p> <p>Multi Factor or Two Factor Authentication further enhances and secures your login information for Office 365 by sending a notification to your cell phone to ensure it is really you who is logging in.</p>	<p><b>ENTERPRISE PASSWORD MANAGEMENT</b></p> <p>Passwords are hard to keep track of. Our password management solution allows you to organize all your passwords in one location and easily share securely with anyone in your business</p>
<p><b>OFFICE DESKTOP SOFTWARE</b></p> <p>Your utility relies on email and office documents. That's why we include a solution which includes, business email, file sharing, and encrypted email options.</p>	<p><b>BACKUP / BUSINESS CONTINUITY</b></p> <p>Just because your data is in the cloud doesn't mean its safe. We include a solution to backup your important data such as email, contacts, calendars and files.</p>
<p><b>PROTECT AND RISK WATCH</b></p> <p>Your email environment is constantly monitored and your regular activity and access patterns is learned. Anything out of the ordinary is flagged and your security team analyzes it and secures your account if needed.</p>	<p><b>ADVANCED PHISHING PROTECTION AND TRAINING</b></p> <p>Phishing emails are the biggest threat to your security. Our artificial intelligence is constantly scanning your email box and learning your patterns to provide you the greatest protection from phishing attacks.</p>

## Managed IT Services

The TPM by United Systems program provides affordable proactive IT management and support to growing utilities. Utilizing our unique framework for providing managed IT services, TPM by United Systems provides a range of proactive services to keep your computer systems up and running and your people and utility productive.

## Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

## Benefits

- Reliability
- Security
- Consistency
- Productivity
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. We use a consultative approach to evaluate your technology needs and then advise on the best solutions for your current and future needs. TPM by United Systems can save your organization time and money through better use of appropriate technologies.

### **Service and Deliverables to Keep Your System Running Right**

The TPM by United Systems program provides the critical tasks to keep your systems up and running. Tasks conducted by our TPM engineers to enable workstation managed IT services include:

- Site Assessment - Review system infrastructure and network security policies
- Network Consistency - Bring infrastructure and systems to a known state; install applications, patches, or updates required
- Site Database - Inventory database containing your system hardware and software
- Review Managed Service Activities - Service and support procedures, discretionary on-site time, and the parameters of the service

### **On-going Managed Services include:**

- User Account Management
- Security Patch Management
- Software License Reporting
- Client Network Configuration Management
- 24x7 Workstation Monitoring
- Disk Space, Partition and Usage Management
- Software Deployment
- End User Remote Control
- Management Reporting
- System Inventory Reporting

### **On-Site System Administration Service**

Comprehensive System Administration Services

#### **Features**

- On-site break/fix maintenance of MAC and Windows OS-based workstations and attached peripherals
- Knowledge transfer to in-house administrators and end users
- Optional on-site hardware maintenance

#### **Benefits**