

NomadTechy

IT Consulting & Services

Services & Rates

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Services Overview

Managed Services

Are you a business seeking full time IT support? By subscribing to one of our [Managed Services plans](#) - you can get a dedicated and reliable Techy to manage your IT everything. Using industry best practices, we can: Manage your servers, patch your systems, securely backup/restore lost data, and protect your endpoints using software from industry trusted vendors. With security compliance standards in mind, we will ensure your business is well protected and firing on all cylinders. Compare our Managed Services packages: Standard, Admin, or Manage - and choose the plan that is right for your business.

Remediation Services

This service is aimed at providing general break/fix remediation support for hardware and software applications. From troubleshooting Outlook and other 3rd party products to setting up a new or existing printer on a network. We offer [24/7 On-Demand IT support](#) to tend to your business needs. Both options include IT support during our regular business hours (8 - 5 PM ET, M-F). After hours support is available - higher rates may apply.

Network Support

If you are having internet problems, contact us first. We can troubleshoot your firewall, routers, switches, and Wi-Fi problems and quickly detect the root cause of the problem. Time is money - reducing downtime and getting you back up and running is our top priority. Included with the Managed Services [Admin plan or higher](#) and available with [On-Demand IT support](#).

PC Performance Optimization / Protection

Thorough hardware and software diagnostics scans are performed on your computer to identify problem areas directly affecting your computer's performance. Once the root cause is identified, we apply the necessary remediation to optimize your computer's productivity. Advanced anti-virus & anti-malware software available to always keep your machine protected and running efficiently, with safety and security in mind. AV Protection is only available with our [Managed Services Standard plan or higher](#).

Backup /Disaster Recovery

Whether it's an "oopsie-daisy" deleted file or a meteorite that navigated through the cosmos missing everything else in its path and directly crashing into the one server that was hosting your company's EVERYTHING. We offer both file level and image data backup and recovery solutions to ensure that your data is never lost - no matter what the universe throws at it. Included as a [stand-alone plan](#) or with a [Managed Services Standard plan or higher](#).

Data Wipe / e-Disposal

Have sensitive data that you can't simply throw away in the trash, by law? We can securely wipe data off of your drives to meet DoD (Department of Defense) 5220.22-M wiping standard practice to properly dispose of data such as PHI, financial, and other private information covered by law. Certificate of disposal will be issued upon completion of wipe. Cost is set on a per drive basis - please contact info@nomadtechy.com for price and service details. Recycling of electronic waste is also available.

General IT Inquiries

Feel like we missed something? Tell us about IT - we can probably do it. Hurricane on the way? Let us protect your IT assets from the storm. Loose cables out of control all over the office? We can manage them. Need to upgrade your tech? We will provide you with recommendation solutions to get you taken care of. Get in touch and get a quote today by emailing info@nomadtechy.com.

Managed IT Services Plan

Comparison Chart

Core Managed Services

	Standard	Admin	Manage
Support for Covered Network Equipment (24X7) <small>Refer to SLA</small>	✓	✓	✓
Support for Covered Server Equipment (24X7) <small>Refer to SLA</small>	✓	✓	✓
Regular Tracking of Hardware and Software Inventory	✓	✓	✓
Access to Secure Ticketing System	✗	Optional	Optional
Third Party Vendor Engagement	✗	Optional	✓
Annual Technology Plan Meeting	✗	✗	✓

Network Management

	Standard	Admin	Manage
Monitoring/Alerting of Critical Network Elements	✓	✓	✓
Monitoring/Alerting of Internet Connection Availability	✓	✓	✓
Monitoring/Alerting of Power Equipment (Managed UPS)	✓	✓	✓
Monitoring/Alerting of Backup Job Failure Notification	✓	✓	✓
Monthly Executive Summary Operational Reports	✓	✓	✓
Daily E-Mail Blacklist (RBL) Monitoring & Remediation Service	Optional	✓	✓
Review/Remediation of Backup Job Failure Alerts	Optional	✓	✓
8x5 Remediation Services for Covered Devices	✓	✓	✓
24x7 Remediation Services for Covered Devices	✗	Optional	✓

Server Management

	Standard	Admin	Manage
Proactive Monitoring/Alerting for Servers and Resources	✓	✓	✓
Windows System, Security and Software Event Log Monitoring	✓	✓	✓
Monthly Deployment of Microsoft Security Patches/Hotfixes	✓	✓	✓
Monitoring/Alerting of Disk activity and Potential Space Issues	✓	✓	✓
Monitoring/Alerting of CPU & RAM Resources and Utilization	✓	✓	✓
Enterprise Endpoint Security – Server Antivirus & AntiMalware	Optional	✓	✓
8x5 Remediation Services for Covered Devices	✗	✓	✓
24x7 Remediation Services for Covered Devices	✗	✗	✓
Monitoring /Alerting of Specific Services (Citrix, OWA, etc.)	✗	✗	✓

Workstation Management

	Standard	Admin	Manage
Access to Optional Components	✓	✓	✓
Weekly Deployment of Microsoft Security Patches/Hotfixes	✓	✓	✓
Proactive Management of Laptops and Desktops	Optional	✓	✓
Spam Filtering and Message Continuity Services	Optional	✓	✓
Enterprise End Point Security – Desktop Antivirus	Optional	✓	✓
E-Mail Archiving	Optional	Optional	✓
8x5 Remediation Services for Covered Devices	✓	Optional	✓
After-hours Remediation Services for Covered Devices	✗	✗	Included w/ Platinum SLA

Backup & Disaster Recovery

Stand-alone plan available

Standard

Admin

Manage

Completely managed throughout its entire lifecycle	✓	✓	✓
Application-consistent data snapshots	✓	✓	✓
Allows for multiple backup sets per day	✓	✓	✓
Long-term data retention capabilities	Optional	✓	✓
Retention policy enforcement capabilities	✗	✓	✓
Periodic backup health checks	✗	✓	✓
Includes cloud-based offsite storage	✗	✓	✓
Quarterly Backup/Restore Testing	✗	✗	✓
Monitored 24 x 7	✗	✗	✓

Service Level Agreement

Standard
8-5 M-F

Admin
8-5 M-F

Manage
24/7

Standard - Response within 24 hours – Best Effort	✓	✓	✓
Enhanced - Response within 60 minutes	✗	Optional	Optional
Premium - Response within 30 minutes	✗	Optional	Optional
Platinum - Response within 30 Minutes <ul style="list-style-type: none"> • After-hours Remote Remediation • Support for Covered Devices only 	✗	✗	Optional

Our Rates

Managed Services - Single Monthly Invoice

This flat monthly rate is invoiced – once a month - on the billing cycle that is agreed upon between the customer and NomadTechy that will be specified under the Managed Service Agreement. This pricing is determined based on the plan & conditions agreed upon under the Managed Service Agreement. This price is subject to change – at any point - to reflect any changes made to the client's IT infrastructure outlined under the Managed Service Agreement.

On-Demand Remote Assistance - Hourly Rate

\$125/hour w/ 1-hour minimum charge upon the start of the work. The following hours are charged by 15-minute increments. The start of the quarter counts towards the entire quarter for that hour. An invoice will be sent for the first hour, prior to NomadTechy beginning any work. Labor exceeding the first hour will be invoiced separately after the work is complete or as requested by the customer.

On-Demand Onsite Dispatch - Hourly Rate

\$165/hour w/ 1-hour minimum charge upon the start of work. The following hours are charged by 15-minute increments. The start of the quarter counts towards the entire quarter for that hour. An invoice will be sent for the first hour, prior to NomadTechy beginning any work. Labor exceeding the first hour will be invoiced separately after the work is complete or as requested by the customer.

Afterhours Remote Assistance

(Outside 8-5 PM EST M-F) - Hourly rate: \$150/hr w/ 1-hour minimum charge upon the start of the work - unless the work has overflowed from regular business hours into after hours. The following hours are charged by 15-minute increments. The start of the quarter counts towards the entire quarter for that hour. An invoice will be sent for the first hour, prior to NomadTechy beginning any work. Labor exceeding the first hour will be invoiced separately after the work is complete or as requested by the customer.

Afterhours Onsite Dispatch

(Outside 8-5 PM EST M-F) - Hourly rate: \$195/hr w/ 1-hour minimum charge upon the start of work - unless the work has overflowed from regular business hours into after hours.. The following hours are charged by 15-minute increments. The start of the quarter counts towards the entire quarter for that hour. An invoice will be sent for the first hour, prior to NomadTechy beginning any work. Labor exceeding the first hour will be invoiced separately after the work is complete or as requested by the customer.