



# TOWNSHIP OF ELSMERE MANAGED IT SERVICES AGREEMENT

Prepared by Cloudscale365

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# EXECUTIVE SUMMARY

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As a respected and trusted Managed Services Provider, we appreciate your confidence in our firm to service and support your IT infrastructure.

Our technicians, architects and engineers are highly knowledgeable and are in-touch with the latest industry innovations in computers, servers, networks, and cloud computing technologies. We strive for superior quality and your complete satisfaction with every aspect of our service.

## Cloudscale365's Commitment to our Clients

As your trusted managed service provider, our goal is to provide you with the highest standards of technological knowledge and support to give you a competitive edge in the marketplace. Our mission is to help ensure that your technology infrastructure is performing and secure so you can focus on running your business.

## We Understand Your Business

Our team has analyzed your infrastructure and is confident we understand your business requirements and the technical skills and expertise needed to manage it. We are prepared to unite with your organization to deliver a technology platform from which you can grow and succeed.

## Maximum Uptime

Our goal and promise to you is quite simple: to do all we can to ensure your business enjoys maximum uptime.

# COMPUTER. NETWORK & SERVER SUPPORT OVERVIEW

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## Performance

- Maximum Uptime Promise ensures our goals and interests are aligned with yours. We are motivated to prevent every issue we can, resolve those that appear as quickly as possible and implement solutions that last the test of time.
- Mission critical computers, networks and servers are monitored 24/7/365 on all plans with alerts sent to the client for resolution or escalation as desired.
- Service Level Agreements (SLAs) are defined to cater to emergency remote and onsite response for mission-critical computers, networks, and servers. An emergency is defined as an incident that disrupts normal business operations.

## Support Coverage

- Cloudscale365 offers some of the brightest & most talented engineers all over the US.
- Our team strives to provide the highest quality, most professional support available, and engineered solutions that give our clients peace of mind that their infrastructure is secure, stable, and performing as designed.
- Offering flexible coverage options for your PCs, Macs, mobile devices, servers, and networking gear.
- Offering services ranging from defensive and preventative support that strives to prevent issues but doesn't include services to resolve those that occur to true, 24/7/365 support.
- All services are offered to all clients 24/7, however, those not covered under the contracted agreement are considered billable.

## Monitoring and Security

- We monitor all network elements as requested that leverage SNMP to ensure peak performance and help stop potential threats and viruses.
- Monitoring of events, services, and applications that could adversely impact server security, stability, and performance; deploying industry-leading tools to identify and solve problems.
- Work with vendors on mission-critical applications to resolve issues should that be desired.
- Provide and monitor anti-virus, anti-spyware, anti-malware, and anti-adware solutions for each covered server, as well as spam/virus filtration protection solutions for inbound emails.
- Proactive network audit to identify vulnerabilities and monitoring of VPN and WAN connectivity to help ensure network availability and security.
- Monitoring of client-owned backup to ensure success. Cloudscale365 recommends the client review backup contents on a regular basis to ensure complete and test to ensure successful recovery is possible.
- Award Winning SentinelOne AntiVirus paired with the Huntress Managed Detection and Response solution installed on each covered PC, Mac, and Server without cost. Antivirus software operation is monitored to identify and install updates and ensure proper function.
- Microsoft OS & Office patch management, including risk-avoidance testing for incompatibility where possible included as part of PC and Server plans.
- Network support includes backup of all network elements and available nightly image backup of all protected computers & servers is available, however client is responsible for the device to store the backups and device connectivity to the network during the backup window.
- Creation and enforcement of user desktop policies, including prohibiting the installation of unwanted programs is available and encouraged.
- Maintain asset inventory and warranty information of all PC, Mac, and Server devices where our management agent is installed.
- Routine performance optimization for computers, network, and servers to optimize performance.

# USER & DEVICE SUPPORT

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- Comprehensive, flexible support to cover the PCs, Macs, Mobile Devices, and Servers in use by your users. We are available 24 hours a day, 7 days a week, and 365 days a year.
- Online tracking of trouble ticket status and real-time communication with engineers via phone, email, online chat, and video conferencing as desired.
- Remote monitoring, management & support software -- client-identified issues and those detected by our monitoring system and proactively resolved are resolved remotely over 90% of the time.
- Full remote assistance for Industry Standard Software and support of hardware & operating system-related issues with your line of business & proprietary software are included in all plans.
- Control of device, user, and application connectivity to your network, local and remote, including user creation, password resets, and deactivation are classified as Server support.
- Configuration and maintenance of routers, switches, wireless access points, network elements, and replacing defective devices are classified as Network support.
- Projects, including coverage of non-industry standard software, physical moves, or replacement of hardware and software outside of those failing as determined by Cloudscale365 are not included in any plan.

# PC, MAC, NETWORK & SERVER SUPPORT PLAN FEATURES

	REMOTE	ONSITE
<b>PERFORMANCE &amp; RESPONSE TIME SLA</b>		
<b>MAXIMUM UPTIME PROMISE</b>	✓	✓
PC/Mac/Network/Server Health & Performance Monthly Report	✓	
Emergency Response SLA for Mission Critical Systems	1	2
Remote Support 5a-7p	✓	
On-site Support 8a-6p		✓
Monitor Static VPN & WAN Connectivity	24/7	24/7
Monitor VoIP Reliability	24/7	24/7
Backup Managed Network Element Configuration Files	✓	
Audit & Remediate Network Vulnerabilities	✓	
Manage Network & VPN Access	✓	
Monitor & Maintain Wireless Access Points	✓	
Monitor Security & Performance	24/7	24/7
Anti-virus & Software Security Patch Alerts	24/7	24/7
Anti-virus Software Included and Monitored	24/7	24/7
Proprietary Performance Optimization Routine	✓	
Microsoft Operating System & Office Patch Management	✓	
Asset & Warranty Service Contract Management	✓	
Available On-site Image Based Backup for Mission Critical Servers, PCs or Macs	✓	✓
Monitor/Remove Spyware, Adware, Viruses	✓	✓
Microsoft Server OS Patch Management	✓	
Client Owned Backup Monitoring & Administration	✓	
Online Trouble Ticket Management	✓	
Remote Monitoring, Management & Support Software	✓	
Support Hardware & Network Issues Relating to Line of Business & Proprietary Software	✓	✓
Removal of Spyware, Adware, Malware, Virus	✓	✓
Support Industry Standard Software Suite	✓	
Support Printer, Scanner, Copier Connectivity	✓	✓
Manage File Share Permissions & Application User Security	✓	
Smartphone & Tablet Integration & Support	✓	
Replace Defective Devices & Components		✓

# MSP REQUIREMENTS

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The following requirements are designed to help minimize surprises or misunderstandings between Cloudscale365 and our clients.

- PCs & Macs in the same location must be covered by a plan to avoid confusion about support coverage. No PCs or Macs in use at a location can be without a plan. 100% or 0% coverage in each location is required.
- An emergency is considered to occur when a mission-critical system is down, preventing normal business operation.
- To be considered Mission Critical, an Image-Based local or offsite backup solution must be installed and functioning using a system approved and electronically monitored by Cloudscale365.
- An operational offsite backup solution is required for all servers housing mission-critical data.
- All servers must be covered.
- Cloud Based Servers, whether PaaS or SaaS, are considered servers.



## MONTHLY SERVICES PRICING

Usage Based Recurring Services	Quantity	Price Per Unit	Total
Azure Information Protection Plan 1	23	\$2.00	\$46.00
Datto Cloud Continuity	10	\$15.00	\$150.00
Datto SaaS Protection	23	\$4.00	\$92.00
Managed Service Agreement Workstation	17	\$75	\$1275.00
Basic Image Backup Server Bundle	2	\$204.00	\$408.00
Server Management Plan	4	\$103.00	\$412.00
Exchange Online Archiving	23	\$3.00	\$69.00
Microsoft 365 Business Basic	12	\$6.00	\$72.00
Microsoft 365 Business Standard	12	\$12.50	\$150.00
SaaS365 Secure	24	\$3.45	\$82.80
Managed Services for HVAC WIN 10 VM	1	\$30.00	\$30.00
<b>Total Monthly Cost for Above Usage</b>			<b>\$2,786.80</b>

\*Unless otherwise noted above, Client agrees to a two-year term for these services with CloudScale365, which will automatically renew for consecutive additional two (2) year terms unless either Party notifies the other Party of its intent to terminate this agreement at least ninety (90) Days before the end of the then-current term.\*



# SOLUTION APPROVAL

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IN WITNESS WHEREOF, the parties have hereunto approved the terms of this proposal on this

\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

## Township of Elsmere AUTHORIZED APPROVER:

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

## CLOUDSCALE365 AUTHORIZED APPROVER:

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

## About

# CloudScale365

Founded in 1996, CloudScale365 empowers organizations to reach new heights by aligning business goals with the right technology. Our consultative approach to managed IT — including cloud migration, security, disaster recovery, and business continuity — enables organizations to work more efficiently, in a secure environment, anytime, anywhere. A Tier 1 Microsoft Cloud Solutions Provider with 24/7 global support, CloudScale365 is your trusted partner for planning, migrating, deploying, and managing your organization's IT ecosystem.

### On Average, CloudScale365 Handles...



We are grateful for the opportunity to work with you and appreciate your trust in us!