



www.georgiatechnologies.com  
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## Service Level Agreement Benefits Matrix

**Bronze**  
Up to 10 Devices

**Silver**  
Up to 250 Devices

**Gold**

Installation & Configuration (Setup Fee)	\$500	\$500	\$500
Monthly Rate	\$199	\$399	(priced per device)
<b>Monitoring Services</b>			
24x7 Device Availability Monitoring & Alerting	✓	✓	✓
Error & Event Log Monitoring	✓	✓	✓
Drive Space Monitoring	✓	✓	✓
Website Monitoring	✓	✓	✓
Application & Database Monitoring	✓	✓	✓
Asset Inventory	✓	✓	✓
Printer Monitoring*	✓	✓	✓
<b>Security Services</b>			
24x7 Desktop & Server Monitoring & Alerting	✓	✓	✓
Network Firewall Monitoring*	✓	✓	✓
Microsoft Patch Management	✓	✓	✓
Antivirus Monitoring*	✓	✓	✓
Security Auditing	✓	✓	✓
Backup Monitoring*	✓	✓	✓
<b>Maintenance Services</b>			
Free Consultation on Purchases & Upgrades	-	✓	✓
User Account Administration	-	✓	✓
Log File Maintenance	-	✓	✓
<b>Support Services</b>			
Remote Control Capabilities of Devices	✓	✓	✓
Free Subscription to Client Access Portal	-	✓	✓
Free 2 Hours Per Month Support	-	✓	✓
Free Unlimited Support	-	-	✓
<b>Advanced Support Services</b>			
Annual Technology Plans	✓	✓	✓
Priority Response Times	-	✓	✓
Monthly Network Summary Reports	-	✓	✓
Semi-Annual Executive Report & Review	-	✓	✓
Disaster Recovery Planning	-	✓	✓
3 <sup>rd</sup> Party Vendor Management	-	✓	✓
Firewall/VPN/Router Management	-	-	✓
<b>Reduced Service Rates</b>	<b>\$95/hour</b>	<b>\$95/hour</b>	<b>N/A</b>

\*Compatible devices only. Consult your Georgia Technologies service advisor for complete details.  
From time to time, certain benefits as listed in the matrix may be added or no longer be offered as technological advances occur.  
Rates and services are subject to change without notice. Georgia Technologies reserves the right to make changes to this SLA at anytime.