

TurnKey IT NetWatch Managed Services for Small Business



Professionally Managed IT Service Levels You Can Count On

Guaranteed IT service availability & support response

Service ticket portal for requesting & tracking open tickets

Reporting & Analytics

Proactive systems monitoring & response

Data backup

Automated software patching

8x5 Level 1 Response with available options for after-hours emergency support response.

Turnkey Productivity & Security Software Suite: Includes Microsoft 365, Mobile Device Management, Web Filtering, MultiFactor Authentication, Antivirus & EDR, Intrusion Protection & Detection, Systems Information & Event Management (SEIM)

Managed network connection hardware included

Customized service selection

Software Subscription & Vendor Management

Telephone and video conferencing service

	T U R N K E Y	N E T W A T C H
Guaranteed IT service availability & support response	✓	✓
Service ticket portal for requesting & tracking open tickets	✓	✓
Reporting & Analytics	✓	✓
Proactive systems monitoring & response	✓	✓
Data backup	End Users Included Servers selectable	Selectable
Automated software patching	✓	✓
8x5 Level 1 Response with available options for after-hours emergency support response.	✓	✓
Turnkey Productivity & Security Software Suite: Includes Microsoft 365, Mobile Device Management, Web Filtering, MultiFactor Authentication, Antivirus & EDR, Intrusion Protection & Detection, Systems Information & Event Management (SEIM)	✓	✗
Managed network connection hardware included	✓	✗
Customized service selection	✗	✓
Software Subscription & Vendor Management	✗	✓
Telephone and video conferencing service	Available Option	Available Option