Managed Services Comparison *(YEAR)* Chart

- Service Is Not Included

\* Service Is Optional

|  |  |  |  |
| --- | --- | --- | --- |
| Plan Description | Hourly | Basic Monitoring | Proactive Support |
| **Support** | | | |
| **Onsite Support**  Monday – Friday, 8:00 a.m. – 5:00 p.m. | $185 Per Hour  2-Hour Min. | $150 Per Hour  2-Hour Min. | $125 Per Hour  1-Hour Min. |
| **Remote Support**  Monday – Friday, 8:00 a.m. – 5:00 p.m. | $45 Per 15 Min. | $35 Per 15 Min. | **Included** |
| **After-Hours, Holiday, and Weekend Support** | $250 Per Hour 2-Hour Min. Remote 4-Hour Min. Onsite | $225 Per Hour 2-Hour Min. Remote 4-Hour Min. Onsite | $195 Per Hour 1-Hour Min. Remote  2-Hour Min. Onsite |
| **Emergency** - Remote Response Time | As Available | 3 Hours | 30 Minutes Or Less |
| **Emergency** - Onsite Response Time | As Available | As Available | Same Calendar Day |
| CTO Services | **\*** | **\*** | **Included** |
| **Proactive Account Management** | | | |
| Weekly Tech Tips And Training | **Included** | **Included** | **Included** |
| Technology Business Reviews (TBR) | **-** | **Included** | **Included** |
| Monthly Executive Summary Report | **-** | **Included** | **Included** |
| Client Relationship Manager | **-** | **-** | **Included** |
| Quarterly Security Assessments | **\*** | **\*** | **Included** |
| **Proactive Monitoring And Maintenance** | | | |
| 24/7/365 Proactive Monitoring And Alerting | **-** | **Included** | **Included** |
| Scheduled Preventative Maintenance | **-** | **Included** | **Included** |
| Security Updates And Patch Management | **-** | **Included** | **Included** |
| Automatic Escalation And Resolution of Alerts | **-** | **-** | **Included** |
| **Data Backup Services** | | | |
| Daily Bare Metal And Applications Level Off-Site Backup (Cloud) For Computers | $X/GB/Month | Includes X TB Then  $X/TB/Month | Includes X TB Then  $X/TB/Month |
| Daily Bare Metal and Applications Level Off-Site Backup (Cloud) For Servers | $X/GB/Month | Includes X TB Then  $X/TB/Month | Includes X TB Then  $X/TB/Month |
| Daily Monitoring of Successful Data Backup | **-** | **-** | **Included** |
| BDR Backup | **-** | **\*** | **\*** |
| Daily Microsoft 365 Suite Backup | **-** | **\*** | **\*** |
| **Cyber Security Services** | | | |
| Endpoint Protection (Anti-Virus, Malware, Ransomware) | **-** | **Included** | **Included** |
| Spam Filtering | **-** | **Included** | **Included** |
| Content Filtering | **-** | **Included** | **Included** |
| User Training And Test Phishing | **-** | **Included** | **Included** |
| File And Server Restores From Backup | **-** | **-** | **Included** |
| Virus, Spyware And Malware Removal | **-** | **-** | **Included** |
| **Technical Services** | | | |
| Fixing Computer, Server And Network Issues | **\*** | **\*** | **Included** |
| Ordering And Replacing Warranty Parts Labor only; all hardware and software costs will be additional. | **\*** | **\*** | **Included** |
| Software Installation And Upgrades Labor only; all hardware and software costs will be additional. | **\*** | **\*** | **Included** |
| Adding/Removing Users, Mailboxes | **-** | **\*** | **Included** |
| White and Blacklisting in Spam Filter | **-** | **\*** | **Included** |
| Office 365 Support And License Management | **-** | **\*** | **Included** |
| Mobile Phone Support | **\*** | **\*** | **\*** |
| VoIP Phone System Support | **\*** | **\*** | **\*** |
| Installation Of New Hardware Labor only; all hardware and software costs will be additional. | **\*** | **\*** | **\*** |
| **Site Services** | | | |
| Firewall Management And Updates | **-** | **Included** | **Included** |
| Next-Generation Firewall | **-** | **Included** | **Included** |
| Dark Web Monitoring | **-** | **Included** | **Included** |
| Network Monitoring And Alerting For All Network Devices And Peripherals | **-** | **-** | **Included** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Monthly Plan Investment  (NOTE: DO NOT INCLUDE THIS IN YOUR SALES MATERIAL)** | | | |
| Per Workstation | [$0] | [$50] | [$110] |
| Per Server | [$0] | [$150] | [$295] |
| Per Site | [$0] | [$250] | [$325] |
| Onboarding Fee | [$0] | Equal to First Month | Equal to First Month |

Please Read This BEFORE You Use This Template:

1. **This document will help you organize your thinking around what to include and what to charge for your managed services offering; however, it will need to be modified if you are going to present this to a prospect when selling managed services.** That said, this is NOT a template that was designed to put in your general marketing collateral or on your website.
2. **Almost every MSP we know slightly customizes each service plan (and pricing) based on the specific client they are talking to.** There are dozens of variables you need to consider when calculating a fee for a client.
3. **The prices and services included on this template are for EXAMPLE purposes only.** What you charge, and what you include in your managed services plan(s), will be influenced by a number of variables and factors including (but not limited to) YOUR skill set and abilities, the specific client you’re selling to, your competition and your USP/value proposition. We cannot give you a “standard” one-size-fits-all pricing structure.
4. **If you are going to give this template to a prospect, you may want to remove the prices at the bottom.** Whenever you give a “price” document to a prospect, you lose their attention for several minutes as they digest the price you’ve just presented or try to calculate what they’ll be paying; therefore, be careful to present price at the APPROPRIATE POINT in your sales presentation.
5. **DO NOT e-mail this document in advance of a sales meeting with the prices included!** This document should be used to help a prospect see what is and is not included in the plans you’re offering. Some of our clients will HAND WRITE the prices at the bottom or give this sheet to the client (with pricing) at the appropriate time in the sales meeting, not before. You can also present your quote on a separate document.
6. **I would suggest presenting two plans, along with the “no plan” column.**