CITYNET
MANAGED SERVICES

COMPARISON CHART	TIME & MATERIALS	PRE-PAID SERVICE BLOCKS	NetPulse	CityCore
Teams of Certified, Highly Skilled Cisco & Microsoft Engineers *	■	■	■	■
Reactive Solution	■	■		
Proactive Solution			■	■
"Pay as You Go" – No Contracts	■	■		
Discounted Hourly Service Rates		■	■	■
Remote Network Monitoring & Notification 24 Hours a Day/365 Days a Year	Optional with NetPulse Standard Rates Apply	Optional with NetPulse Standard Rates Apply	■	■
Technicians and Engineers Coordinated to Solve Your Issue	Standard Rates Apply	Standard Rates Apply	Optional: Discounted Hourly Rates	■
Graphical Reports with "Unacceptable Threshold" Lines			■	■
Security Reporting Provided by Microsoft Baseline Security Analyzer			■	■
Patch Inventory: Know That Your System is Up-to-Date & Secure			■	■
Scheduled Reports Automatically Sent to Designated Email Addresses			■	■
Detailed Inventory Assessment			■	■
Reporting Records Available for Insurance Claims			■	■
Technical Skill Levels Available: Technicians, Engineers, Senior Consultants, Executive Staff	Standard Rates Apply	Standard Rates Apply	Discounted Rates Apply	■
24/7/365 Technical Phone Support from Live, LOCAL Experts	■	■	■	■
Online Account Manager	■	■	■	■
Technical Project Manager Assigned to Your Account			■	■
Comprehensive Maintenance and Managment of Equipment and Software				■
Turnkey Management of Software Updates				■
Ongoing Trend Analysis & Recommendations				■
Bi-Monthly System Check-Up with Detailed Report Sent to You				■
Internal/External Vulnerability Assessment	Optional	Optional	■	■
Internal/External Penetration Tests	Optional	Optional	■	■

* Citynet Technicians and Engineers hold an impressive list of certifications. To see the complete list, please visit: http://www.citynet.net/certifications.cfm