



Managed IT Service Plans

Flexible managed Services that keep you up and running.

BalanceLogic offers two levels of managed services for your technology infrastructure:

Professional: This option provides continuous monitoring plus remote problem remediation by BalanceLogic. On-site repair can be provided but does not include parts or labor. With our Professional level service plan, you have access to full Help Desk support.

Basic: The Basic level plan provides monitoring around the clock. If an alarm is generated, BalanceLogic will immediately advise you. You choose how you would like to resolve the potential problem, either by contracting with BalanceLogic or utilizing an in-house resource. Help Desk support, remote problem resolution and on-site repair can be provided but does not include parts or labor.

Plan Feature	Monitoring	Monitoring + Remote Remediation
Baseline Technology Audit	✓	✓
24/7/365 Remote Monitoring	✓	✓
Live Help Desk Support	✓	✓
Proactive Detection & Alarm Notification	✓	✓
Remote Remediated Issue Resolution		✓
On-site Service, Response, & Repair	Pre-authorized (hourly rate)	Pre-authorized (hourly rate)
Emergency On-site Support	Pre-authorized (hourly rate)	Pre-authorized (hourly rate)
Server & Desktop Patch Management		✓
Monthly Reporting	✓	✓
Quarterly Report Analysis		✓