IT MSP Rates Sheet

Our defaults rates can be customised to fit your requirements.

Costs

Service	Vendor	Plan Type	Basic React $ 100.30	Startup React $ 209.48	Balanced Proact $ 334.48	Partial Proact $ 419.48	Basic React 50.15	Startup React 104.74	Balanced Proact 167.24	Partial Proact 209.74
			Monthly	Monthly	Monthly	Monthly				
Device Services:										
Remote Access	Zoho		Y	Y	Y	Y	2.42	2.42	2.42	2.42
Monitoring Systems										
All OS	N-Able/Connectwise/Watchguard		Y	Y	Y	Y	5	5	5	5
Mac OS	Jamf		N	Y	Y	Y	0	4	4	4
Patch Management:										
All OS	N-Able/Connectwise	Auto	Y	Y	Y	Y	0	0	0	0
Mac OS	Jamf	Auto	N	Y	Y	Y	0	0	0	0
Common Software (Windows)	N-Able/Connectwise	Monthly	N	N	Y	Y	0	0	0	0
Common Software (Mac)	Jamf	Weekly	$	$	$ 30 min	$ 60 min	0	0	0	0
Device Maintenance	Internal	Monthly	N	N	Y	Y	0 0.5	42.5 1.0	85 1.5	127.5
Ticketing	Connectwise	6-Hour	Y	Y	Y	Y	12.28	12.28	12.28	12.28
Password Manager	Keeper		N	Y	Y	Y	0	5.3	5.3	5.3
Backup:										
MS365/Google Cloud Backup	Cloudally/Connectwise	365 Days	N	Y	Y	Y	0	2.79	2.79	2.79
Backup Workstation A	Acronis	1TB 365 Days	Y	Y	Y	Y	20	20	20	20
Backup Workstation B	Cove/MSP360	100GB	N	N	Y	Y	0	0	20	20
Backup Testing			$	$	$	$				
Endpoint Protection:										
Anti virus/malware/physhing	Watchguard		Y	Y	Y	Y	10.45	10.45	10.45	10.45
Network Attack Protection	Watchguard		N	Y	Y	Y	0	0	0	0
Workstation Firewall	Watchguard	(Windows)	N	Y	Y	Y	0	0	0	0
Antiransome Protection	Watchguard		N	N	Y	Y	0	0	0	0
Anti-exploit Zero-Day	Watchguard		N	N	Y	Y	0	0	0	0
Risk Management	Watchguard		N	N	Y	Y	0	0	0	0
Device Control	Watchguard	(Windows)	N	N	Y	Y	0	0	0	0
Web Access Control	Watchguard		N	N	Y	Y	0	0	0	0
Managed Encryption	Watchguard		N	N	Y	Y	0	0	5	5
Training & Testing:										
Darkweb Scanning	ID Agent	3-Years	$	$	$	$				
Cybersecuirty Education	ID Agent	3-Years	$	$	$	$				

While we avoid change, we reserve the right to replace our vendors to ensure your business, security and protection of your services.

Account Management:

(complex/demanding accounts)

	h	Base	h	User	Qty	Monthly
Clouds (e.g., MS365, Google)	2	$ 370.00	0	$ 46.25	5	$ 601.25
Password (e.g.,Keeper)	1	$ 185.00	0	$ -	5	$ 185.00
Protection (e.g.,Watchguard)	2	$ 370.00	0	$ -	5	$ 370.00
Backup (e.g., Datto)	1	$ 185.00	0	$ 46.25	5	$ 416.25

Compliance:			Basic React	Startup React	Balanced Proact	Partial Proact
Secuirty Alerts	Auto	Reactive	Y	Y	Y	Y
Compliance Reports	Auto	Reactive	$	$	$	$
Compliance Persuit	Manual	Proactive	$	$	$	$
Enforced Restrictions	Manual	Proactive	$	$	$	$

While services can be setup and run relatively simply, they are incredibly complex to customise. Increasing security impacts productivity. Hardening in the process of carefully considering each option and configuring system settings to protect the business with acceptable impact on productivity. Hardening is not done once. It is a continual process. Basic setup and operation is included in our prices. Hardening is charged by the hour when requested.

Client expectations and guidelines:

			Basic React	Startup React	Balanced Proact	Partial Proact
Automatic approval of 2-hours per issue			Y	Y	Y	Y
Minimum 50/20 Mbps Internet (home and office)			Y	Y	Y	Y
Device owners prevented performing installations			N	N	Y	Y
Device owner demoted to "user" and not adminstrator			N	N	Y	Y
User follow best IT practices (safe shutdown)			N	Y	Y	Y
Primary devices must meet min specifications			N	Y	Y	Y
Timeframe for client response to alerts			N	5-Days	3-Days	24-Hours
Available for tech access	(M-F/8-6)	Monthly	N	6-Hours	6-Hours	6-Hours
Min daily device run time	On schudule.	Daily	N	6-Hours	6-Hours	6-Hours

Backup, scanning, updates, installations, security and maintenance replies on idle devices connected to the internet. Devices continually mobile and shutdown cannot be secured and users should consider two devices, one stationery and one mobile with remote access.