

# Schedule of Services Template

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.



## Managed IT Services

### Provider will:

- Manage and maintain the customer's IT infrastructure, including servers and workstations.
- Perform regular patching, updates, and system optimizations to enhance performance.
- Provide helpdesk services to resolve IT issues promptly.



## Managed Security Services

### Provider will:

- Monitor IT environments for cybersecurity threats and vulnerabilities.
- Manage firewalls, antivirus software, and endpoint protection solutions.
- Conduct regular security assessments and provide remediation recommendations.



## Cloud & Hosting Services

### Provider will:

- Host and manage customer cloud environments, including virtual servers and storage.
- Assist with cloud migration to ensure a seamless transition of data and applications.
- Monitor and optimize cloud resources to meet the customer's business needs.



## Backup and Disaster Recovery Services

### Provider will:

- Perform automated data backups to protect critical business information.
- Develop and test disaster recovery plans for business continuity.
- Provide recovery support in case of system failure or data loss.



## Managed VOIP Services

### Provider will:

- Configure and support Voice over IP (VOIP) systems for business communication.
- Manage call routing, voicemail systems, and related VOIP features.
- Ensure reliable performance through proactive system monitoring and maintenance.



## Co-Managed IT Services

### Provider will:

- Collaborate with the customer's in-house IT team to enhance operational efficiency.
- Share responsibilities for monitoring, managing, and securing IT systems.
- Provide specialized expertise for IT projects and initiatives.



## Managed Database Services

### Provider will:

- Set up, configure, and maintain customer databases to ensure optimal performance.
- Perform query optimization and database tuning as needed.
- Implement data backup and recovery strategies for critical systems.



## Managed Penetration Testing Service

### Provider will:

- Conduct simulated cyberattacks to identify vulnerabilities in IT systems.
- Provide comprehensive reports on risks and recommended security measures.
- Support the implementation of fixes to enhance cybersecurity resilience.



## Managed Compliance Services

### Provider will:

- Conduct assessments to ensure compliance with regulations like HIPAA, GDPR, and CMMC.
- Develop policies and procedures to help customers meet legal requirements.
- Provide ongoing monitoring and reporting to maintain compliance readiness.



## Managed AI Services

### Provider will:

- Develop, deploy, and maintain AI-driven solutions to automate processes and provide insights.
- Integrate AI tools into IT systems to enhance business intelligence capabilities.
- Monitor AI models for accuracy, performance, and compliance with ethical standards.



## Managed Access Control Services

### Provider will:

- Install and manage secure physical and digital access control systems.
- Integrate access control solutions with existing IT infrastructure.
- Provide ongoing monitoring and support to ensure system functionality.



## Managed Surveillance Services

### Provider will:

- Design and install advanced video surveillance systems for business security.
- Provide remote access to live and recorded video feeds for monitoring purposes.
- Maintain and troubleshoot surveillance equipment to ensure uninterrupted operation.

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE**