



So, what's the difference between Pulse Essentials, Basic and Premium?

| | Essentials | Basic | Premium |
|--|------------|-------|----------|
| Support | | | |
| 9/5 Remote Support - 9am to 5pm M-F | Y | Y | Y |
| 24/7 Support Access | - | Y | Y |
| 24/7 Remote Support | - | Y | Y |
| 24/7 Phone Support | - | - | Y |
| Onsite Support Service - 8:30am-5:30pm M-F | - | - | Y |
| Maintenance | | | |
| Asset Management | Y | Y | Y |
| Guaranteed Response Times | Y | Y | Y |
| Help Desk Access | Y | Y | Y |
| Microsoft Patch Management | Y | Y | Y |
| Drive Space Monitoring | Y | Y | Y |
| License Management | Y | Y | Y |
| Data Backup System Monitoring | Y | Y | Y |
| Event Log Management | - | Y | Y |
| Server Resource Management | - | Y | Y |
| Application Monitoring | - | Y | Y |
| Ethernet Switch Monitoring | - | Y | Y |
| Router Management | - | Y | Y |
| Printer Setting Management | - | Y | Y |
| Printer Monitoring | - | Y | Y |
| Quarterly Business Review | - | Y | Y |
| Automated Desktop Optimization & Management | - | - | Y |
| Security | | | |
| Security Administration | Y | Y | Y |
| User Account Administration | Y | Y | Y |
| Firewall Monitoring | Y | Y | Y |
| Antivirus/Spyware Management | Y | Y | Y |
| File Sharing Permission Administration | - | - | Y |
| Vendor Services | | | |
| ISP & 3 rd Party Vendor Management | - | - | Y |
| Hosting Company Management | - | - | Y |
| Chief Technology Officer (CTO) Services | | | |
| Assigned CTO w/ Scheduled CTO Calls | - | - | Y |
| Scheduled CTO Calls | - | - | Monthly |
| Disaster Recovery Planning | - | - | Annual |
| Server Disaster Recovery Service | - | - | Y |
| Options | | | |
| Microsoft SQL Server Monitoring | - | - | Optional |
| Managed Intrusion Prevention Service | - | - | Optional |
| Standard Labor Rate for Project & After Hours Services | - | - | Y |