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A photograph of a person in a light blue dress shirt and dark tie, standing in a server room. The person is holding a silver laptop and looking at the screen. The background is filled with rows of server racks, with various cables and equipment visible. The lighting is cool and blue-toned.

# MANAGED IT SERVICES

TBNG Consulting is a leading integrator of best-of-breed Network Infrastructure, Business Continuity, Enterprise Security, and Mobility Solutions. As an elite partner with many of the industry's best technology providers, TBNG provides solutions for some of the most complex networks in today's ever changing IT world.

With TBNG's Managed IT Services, we help organizations manage and control their networks. By employing the principals of on-site & remote management, automation, centralization, and monitoring, we can effectively and efficiently unlock the potential of your business. Whether your business requires normal business hour support or 24/7 coverage, we have the expertise and resources to support your organization.

Client Support Access	Core Support	Core Support Plus	Advanced Support
Critical Network Incidents included per 12 month period <sup>1</sup>	1	2	4
Phone, Email, Web Portal ticket creation access	✓	✓	✓
Detailed Network Diagram per Support Coverage Area	✓	✓	✓
Phone, On-site & Secure Remote Support as Needed	✓	✓	✓
On-site Response By Priority Matrix and/or Incident Response	✓	✓	✓
Technology Roadmap and Strategic Planning	✓	✓	✓
Disaster Recovery Strategy & Review			✓

Network & Server Support Elements	Core Support	Core Support Plus	Advanced Support
Server/Server Virtualization/SAN Support*	✓	✓	✓
Switch & Router configuration changes <i>(excludes advanced routing: eBGP/IBGP, ISIS, &amp; OSPF)</i>	✓	✓	✓
Firewall/VPN/SSLVPN/Perimeter UTM configurations*	✓	✓	✓
Anti-Spam Firewall Appliance Support*	✓	✓	✓
Backup Appliance Support*	✓	✓	✓
Mail Archiving Support*		✓	✓
Web Filtering Appliance Support*		✓	✓
Wireless Network Support*		✓	✓
Remote Monitoring & Management of Critical Path Devices <i>(additional licenses may be added for \$15/month per device per contract term)</i>		2**	3**
Anti-Virus Console Management <i>(Client responsible for maintaining current AV licensing)</i>		✓	✓

Workstation Services	Core Support	Core Support Plus	Advanced Support
Virus Remediation		✓	✓
Spyware & Grayware Removal		✓	✓
Workstation Update Management <i>(hot fixes, security updates and service packs)</i>		✓	✓
MAC (Move/Add Changes) of End Users <i>(user accounts, password resets, file access) <sup>2</sup></i>		✓	✓
Warranty Part Installation. <sup>4</sup>		✓	✓
Client Operating System Support <sup>3</sup>			✓
Remote Managed Workstation – Power Users, Critical Production <i>(additional devices may be added for \$15/month per device per contract term)</i>			4

1 Additional Critical Incidents are billed at a factor of 1.5 times contract specified time.  
 2 Service does not cover installation of new workstations or endpoint equipment.  
 3 Third Party and proprietary client applications are not supported.  
 4 Client is responsible for maintaining active warranty coverage on equipment.  
 5 The TBNG Billing Rate for after-hours support is billed at 1.5 times the normal rate. Holiday hours are billed at 2 times the normal rate. Refer to our website for business hours & Holidays.  
 \* Please refer to back cover for supported technologies.  
 \*\* Remote Monitoring & Management Licences.

MANAGED SERVICES

## Flex Block:

We offer a flexible support alternative for clients called a Flex Block. This service offering provides clients with a prepaid bank of hours to use for IT support issues and project work. Flex Blocks may be purchased in 20 and 40 hour blocks as follows:

- Flex Block clients will receive an automated notification of auto-renewal once the existing bank of hours reaches a balance of four (4) hours.
- Clients who utilize Flex Block hours for project work will be quoted a fixed rate of hours to be deducted from their existing bank.
- First time clients who sign up for Flex Blocks will be required to use a pre-determined amount of hours for network discovery and documentation.

### Terms & Conditions:

- Flex Blocks must be pre-paid and accompanied with a valid credit card authorization for subsequent renewals.*
- Flex Blocks are valid for 1 year from date of purchase.*
- Flex Blocks have no service prioritization or queue escalation.*
- Flex Block support hours may be used for project work and are subject to TBNG normal business hours (i.e. no after hours support).*
- Third Party and proprietary client applications are not supported.*
- Client is responsible for maintaining active warranty coverage on equipment under this contract.*
- Client is responsible for maintaining valid licensing on all software.*
- Local and state sales tax as applicable.*

## Incident Priority Matrix:

The Incident Priority Matrix applies to Core Support, Core Support Plus, and Advanced Support contracts and is not applicable to Flex Block Support. The key to defining priorities is understanding the various impacts of a network outage or technology issue upon the end users. Our helpdesk team assigns prioritization based on the following variables:

- 1) How many users are affected?
- 2) How is this event affecting business operations and productivity?
- 3) Do additional third party vendors need to be identified or contacted to assist in remediation i.e. 3rd party application vendors, Internet Solution Providers, hardware warranty fulfillment)
- 4) What immediate steps can be taken to help expedite a solution or restoration of service.

Priority	Definition	Example	Response Time	Acknowledgement
<b>1 Network Down</b>	Service not available. Entire datacenter is unavailable.	Critical network device is down. Network compromised.	Within 4 hours.	Within 2 hours of case creation.
<b>2 Service Degradation</b>	Significant degradation of service. Noncritical component is down.	Intermittent network server errors. Slow connectivity to remote office locations.	Within 6 hours.	Within 4 hours of case creation.
<b>3 Impaired</b>	Limited degradation of service. Noncritical component is down.	Backup monitoring of a device is down. Spam Filtering is down.	Within 8 hours.	Next business day.
<b>4 Noncritical</b>	Small service degradation. Noncritical component is down.	A server needs a software update.	Next business day.	Within 24 hours of case creation.

SERVICE DETAILS

# OUR GLOBAL TECHNOLOGY PARTNERS:



**Help Desk:**

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