



SERVICE CATALOG

System Consulting Group offers four (2) tiers of Subscription: MSP Basic, MSP Complete. Each tier includes features defined below based on Client's selected subscription as indicated on the SOW. Reference the SOW to ensure that you have purchased the correct service tier that includes the features required for your company's needs.

Unlimited Remote Help Desk: During our normal business hours, System Consulting Group will attempt to resolve day-to-day IT support incidents via remote support tools for existing systems and software that we manage. This includes troubleshooting hardware, software, printing, network and other IT-related issues relevant to Client's corporate systems. System Consulting Group will attempt to resolve such technical problems in a professional, reasonable, and timely manner, taking into consideration the circumstances and nature of the technical problems. Unlimited Remote Help Desk support does not assure that every request for technical support will be resolved to Client's satisfaction. System Consulting Group has limited proprietary information from vendors, manufacturers, and developers, and may not have the ability to obtain the proprietary information necessary to resolve Client's technical problem. Technical problems that arise may be a result of software or hardware errors or problems that may not be correctable or may be too difficult to resolve remotely, at which point System Consulting Group, at its own discretion, will determine if on-site support services are required. Business line application support is provided on a best effort basis and only if Client has a current manufacturer support contract and/or agreement allowing System Consulting Group to initiate a manufacturer service request for support on behalf of Client. Remediation does not include changes to the status quo such as the installation, implementation, instantiation or integration of devices or software to the environment. Changes to the status quo will be considered Out of Scope.

Mobile Device Support: System Consulting Group will provide mobile smart phone support specific to synchronization with Client's Microsoft Office 365 email systems. Mobile smart phones must have a data plan from the phone carrier and be running current, or the most recent previous version, of iPhone, or Android operating software. In order to configure and support additional mobile device security and management functionality it is recommended the Client subscribe to the Microsoft Office 365 licensing that includes this ability.

Firewall Management: System Consulting Group will make requested or needed configuration changes and perform software and/or firmware updates to the device(s) as needed following System Consulting Group best practices for the network firewall device that System Consulting Group manages (if any.) In most cases, firmware updates require an ongoing maintenance/security subscription from the manufacturer of the device at Client's expense. If ongoing maintenance is not maintained or if a device is no longer

supported by the manufacturer, updates may not be available, and your device may be at risk for security compromise. System Consulting Group will make every effort to notify you in such a situation.

Vendor Management: System Consulting Group shall interface with Client's contracted third-party technology vendors to the best of our ability and only if Client has a current vendor support contract and/or agreement allowing System Consulting Group to initiate a service request for support on behalf of Client. In some situations, vendors may be unsuccessful in their efforts to solve problems. System Consulting Group cannot be held responsible for the performance of third-party vendors. Additionally, vendors may require (or common sense may dictate) that Client's staff interact with vendors for specific issues that require demonstrations of specific failures or day-to-day use issues that System Consulting Group will be unable to perform and/or replicate.

User Account Management: This includes creating and managing user accounts, assigning licenses, managing user access and permissions, and handling user onboarding and offboarding processes so long as Client utilizes Microsoft Active Directory. System Consulting Group will provision new user accounts and assist new users with their initial logon to the system. This will include ensuring printers are mapped, Microsoft 365 applications are mapped and configured, enrollment in MFA, etc. This does not displace the need for proper computer hardware and operating system configuration and assumes a computer that is already fully configured is ready for use.

Microsoft 365 Mailbox Management: System Consulting Group shall manage access to Client's Microsoft 365 environment including: Manage Exchange Online settings, including email routing, security settings, spam filtering, and other related tasks; Manage SharePoint and OneDrive such as storage quotas, sharing permissions, document security, and collaboration settings; Adding or removing Microsoft licenses and assisting with general billing questions. Client agrees that System Consulting Group shall have full administrative control of Client's Microsoft 365 tenant in order to effectively provide this service.

NextGen Antivirus: System Consulting Group will provide, deploy and configure endpoint antivirus software product to Windows computer(s) that we manage. At our discretion, we may leverage multiple such products to meet our internal objectives. Deviation from System Consulting Group standard configurations and/or Client requested customizations may result in additional fees or out of scope charges.

User Verification: System Consulting Group makes best effort to validate and confirm the identity of individuals requesting support which requires the use of third-party software installed and configured on Client's end user mobile devices.

Endpoint Detection & Response (EDR): System Consulting Group will provide, deploy and configure an EDR product to each Windows computer that we manage. Utilizing behavioral analysis and machine learning algorithms, EDR continuously monitors endpoint activity to detect and respond to malicious behavior in real-time enabling it to identify and thwart known and unknown threats, including malware, ransomware, fileless attacks, and zero-day exploits. At our discretion, we may leverage multiple

such products to meet our internal objectives. Deviation from System Consulting Group standard configurations and/or Client requested customizations may result in Out of Scope Fees.