

Services	Packages			
Support Coverage and Response Guarantees	ESSENTIAL	BASIC	ADVANCED	PREMIUM
Billed Hourly for Incident Response	✓			
Unlimited Remote Support 9x5		✓	✓	✓
Unlimited Onsite Support 9x5			✓	✓
Unlimited 24x7 Support				✓
Incident Response SLA (Remote)	4	3	2	1
Incident Response SLA (Onsite)	8	6	4	2
Monitoring and Security				
Security Awareness Training	✓	✓	✓	✓
Email Threat Protection	✓	✓	✓	✓
Threat Detection and Response for Workstations and Servers	✓	✓	✓	✓
Threat Detection and Response for Office 365 and Google Workspace	✓	✓	✓	✓
Encrypted Backups for Servers, Office 365, and Google Workspace	✓	✓	✓	✓
Email Encryption		✓	✓	✓
Secure Password Manager		✓	✓	✓
Multifactor Authentication Management		✓	✓	✓
Written Security Policy Templates			✓	✓
vCISO Consultation			✓	✓
Secure Access Service Edge			✓	✓
Ongoing Vulnerability Management and Penetration Testing			✓	✓

Additional services available as add-ons to any package:

- ✓ **Website Security**
- ✓ **Data Loss Prevention**
- ✓ **Encrypted Backups for Workstations**
- ✓ **Network Detection and Response**
- ✓ **Security Information and Events Management (SIEM)**