

MANAGE SERVICE CHECKLIST

Compare Your Partnership With Intelice to Other IT Vendors

Remote Monitoring & Maint. / Support	intelice SOLUTIONS	Vendor B	Vendor C
Server, Workstation, & Network Remote Monitoring	✓		
Chat Support	✓		
Email Support	✓		
Portal Support	✓		
Phone Support	✓		
Custom Teams Integration	✓		
Ticket Management	✓		
Warranty Management	✓		
Intelice University - Training & Education	✓		
Three Tier Technical Support Team	✓		
Dedicated Account Manager	✓		
After Hours & 24/7 Support	✓		
Customer Satisfaction Surveys	✓		
Regular Technology Business Reviews	✓		
Security			
Security Awareness Training	✓		
Phishing Simulation	✓		
Dark Web Scanning	✓		
Enterprise Password Management	✓		
Email Security Management	✓		
IT Systems Password Management	✓		
Web Security Management	✓		
Vulnerability Scanning	✓		
Endpoint Protection	✓		
Muti-Factor Authentication	✓		
Single Sign On for Cloud Business Apps	✓		
Service Password Reset	✓		
Domain Name Management & Monitoring	✓		
PC Encryption	✓		
Automated Third Party Patching	✓		
Documentation			
IT Asset Automated Documentation	✓		
IT Asset Management & Documentation	✓		
Business Intelligence - Dashboard & Reporting	✓		
Security Enhancements			
Advanced Email Phishing Management	+		
Domain Reputation Management	+		
Endpoint Detection & Response	+		
PC Privilege Control Management	+		
SOC/SIEM (<i>Security Information & Event Management</i>)	+		
Manage Compliance Assessments	+		
Business Continuity & Disaster Recovery	+		
SSL (<i>Secure Socket Layer</i>) Management	+		
PC Continuity	+		

Key: ✓ Include in base agreement + Available Enhancement ✗ Not Included or Available