

# Electric's List of Services

The below is an overview of our general services.

If you have a question about a service that is not shown, please speak with your Account Executive or Customer Success Manager for more information.

---

## Overview

- **Real-time Support via Slack or Microsoft Teams**
- **Device Management**
  - Mobile Device Management
  - Hardware & Software Updates
- **Network & Server Management**
  - Network Management & Support
  - Server Management & Support
  - On-Site Emergency Outage Support
- **Application & Cloud Management**
  - Software Provisioning & Permissions
  - Cloud Drive Administration
- **Employee Onboarding & Offboarding**
- **Procurement & Provisioning**
- **Security Controls & Compliance**
- **Strategic Projects**
  - Initial Office Walkthrough & IT Audit (during implementation)
  - Onsite Ad Hoc Projects
  - Remote Ad Hoc Project Management
- **Reporting**
  - Ongoing Ticket Reporting
  - Ongoing Device Reporting
  - IT Scorecard
  - Strategic Business Review



## ⚡ What's Included in our Package Offerings

- **Basic Package**
  - Device Management (\$)
  - Security Controls and Compliance (\$)
  - Employee Onboarding & Offboarding
  - Reporting
- **Core Package** (\$)
  - Device Management
  - Security Controls and Compliance (\$)
  - Employee Onboarding & Offboarding
  - Reporting
  - Real Time Support
- **Add-on Services Available for Additional Fees\***
  - Network & Server Management
  - 24/5 Chat Support
  - Weekend Chat Support
  - 24/7 Network Outage Phone Support
  - Email Support
  - Strategic Projects

(\$) Certain aspects of Device Management and Security Controls & Compliance, if requested by the Customer, may require additional fees. Please read the remainder of this List of Services document below in full for more information.

\*Customer must utilize either Basic or Core Packages from Electric in order to purchase add-on services. Certain add-on services may not be available with the Basic package.

### Real-time Support via Slack or Microsoft Teams

- Available 9 AM - 9 PM EST, Monday-Friday (excludes major holidays)
- 10 minute initial response time during business hours

### Device Management

#### Mobile Device Management (MDM)

- MDM setup and installation on company-owned computers for Macs and PCs
- Inventory management of MDM-enrolled computers with device models and serial numbers
- Support for company-owned iOS Devices upon request (\$)
  - Wipe, lock, inventory management (\$)
  - View applications & push out applications to devices with VPP & DEP in place (\$)  
( \$ - May incur additional fees, please contact Electric if interested. This support requires the device to be wiped and enrolled)

#### Hardware & Software Updates

- Monitor Device Health: RAM, disk space, processor speed, battery health (\$)  
( \$ - Hardware upgrades will incur additional fees)
- Deploy updates via MDM to enrolled devices
  - Baseline device configurations and policy changes upon enrollment
  - Incremental OS updates

- Incremental software updates for Electric supported applications

## Network & Server Management

### Network Management & Support

- Day-to-day network troubleshooting and management (\$)
- Outage monitoring and resolution for Electric supported network equipment(\$)
  - Cisco Meraki
  - Ubiquiti UniFi
- Onsite audit and assessment of network and server infrastructure (\$)
- Recommend improvements for network performance (\$)
- Update firmware and renew licenses (\$)  
(\$ - May incur additional fees for non -Electric supported network equipment)
- VPN creation & troubleshooting for native OS VPN client (Windows & MacOS) (\$)
- 24/7 Network Outage Phone Support (24/7 NOPS) (*Requires a service add on*) (\$)

### Server Management & Support

- Remotely manage and troubleshoot servers for Windows, Mac, and NAS appliances
- Maintain and manage supported versions of Active Directory services (\$)  
(\$ - End-of-life versions will require a migration project prior to receiving support and will incur additional fees)

### On-site Emergency Outage Support

- Available 9 AM - 6 PM local time, Monday-Friday (excludes major holidays) (\$)  
(\$ For some locations, this is available after hours for an additional fee for Electric supported locations only)
- 3-4 business hour SLA depending upon location
- Covers onsite diagnostic and basic troubleshooting for full network or server outages, up to first 4 hours onsite (\$)  
(\$ - Any additional hours, materials, labor, or infrastructure work required may incur additional costs)
- For additional details and procedures see **Electric's Emergency On-site SLA Definition**

## Application & Cloud Management

### Software Provisioning & Permissions

- Fulfill systems administration requests for core software platforms on Electric's supported applications list
- Manage licenses and users for all other existing software through supported SSO (\$)  
(\$ - Setup may incur additional fees)
- Fulfill IT approver requests to install Electric supported software on employee computers

### Cloud Drive Administration

- Manage user permissions across Electric supported cloud file sharing applications
- Fulfill employee file-sharing policy requests (i.e. prevent employees from sharing files/folders with external domains)

## Employee Onboarding & Offboarding

- Standardize and fulfill domestic procurement requests for computers and devices (i.e. sales gets Macbook Airs, HR gets Macbook Pros, etc.)
- Install and setup of all required departmental software accounts/licenses supported by Electric

- Revoke access to computers, devices, and software accounts at specified offboarding time
- Remote provisioning of Electric supported devices

### **Procurement & Provisioning**

- Assist with setup of Apple Business Account and Apple Business Manager
- Deploy Apple Device Enrollment Program (DEP)
- Configure Application Volume Purchasing Program (VPP)
- Initiate purchase of devices in Apple Business Accounts
- Provide a quote for approval within 3 business days of receiving the information
- Arrange shipping as necessary (\$)
- On-site provisioning at Electric available upon request (\$)
- Inventory storage at Electric available upon request (\$)  
(\$ - May incur additional fees)

### **Security Controls & Compliance**

- Deploy and maintain device security controls including automated patching, firewall, Gatekeeper, screen lock, disk encryption, installed on enrolled computers
- Deploy updates via MDM to enrolled devices  
(See "Hardware & Software Updates" section)
- Implement two-factor authentication (2FA & MFA) across email, Slack, and Electric supported applications
- Deploy and maintain network security controls including password complexity, encryption, firewall rules, and permissions
- Assist with security questionnaires as it relates to Electric supported devices and networks (\$)  
(\$ - Will incur additional fees)
- Assist with the collection of evidence for security audits as it relates to Electric supported devices and networks (\$)  
(\$ - May incur additional fees)

### **Strategic Projects**

*The following projects may be performed by our professional services team or through one of our authorized partners and will incur additional fees.*

#### Initial Office Walkthrough & IT Audit (during implementation)

- Review existing IT infrastructure and take inventory of devices including network infrastructure, server (if present), printers and audio visual equipment devices
- Ensure Electric can access existing infrastructure for remote management (may require customer assistance)
- Share best practices and action items around your network, security, policies, devices, and software accounts
- Provide initial IT Scorecard including recommendations and strategic initiatives to meet your goals

#### On-Site Ad-hoc Projects (\$ additional cost + scheduling required)

- Office moves
- Network upgrades/build-outs
- Conferencing and hardware install
- Smaller on-site projects - such as: running cables through the office and new printer configuration
- For additional details and pricing see **Electric's Professional Services Project Catalog**

Remote Ad-hoc Projects Management (\$ additional cost + scheduling required)

- Major OS upgrades upon request
  - Push out any configuration or policy changes for non-supported applications
  - Audit and cleanup of active and unused software licenses
  - Email and data migrations
  - Server configuration
  - Supported Identity Management Platform implementations
  - Smaller remote projects - such as: VPN deployments, new software deployments, email backups
- \* For additional details and pricing see **Electric's Professional Services Project Catalog**

## Reporting

Ongoing Ticket Reporting

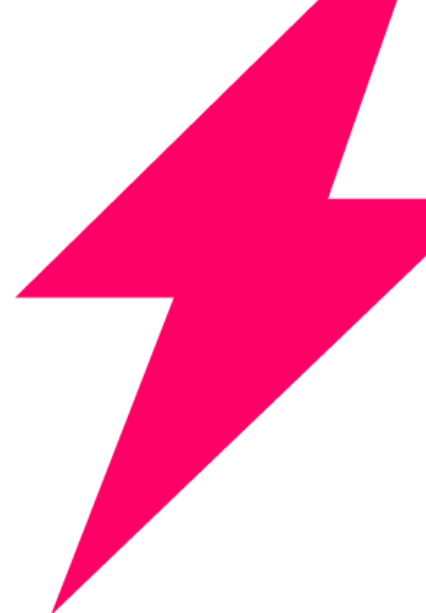
- Request Overview
  - Open Tickets
  - Requests in the last 30 days
  - Average CSAT last 30 days
- Active Tickets
  - Average ticket lifetime by Service Level
  - Open ticket detail: Requester, Time Created, Time Open, Service Level, Ticket ID
- Historical Tickets
  - Average time to resolution by Service Level
  - CSAT Trend
  - Average time to resolution by Service Level
  - Request breakdown by ticket category - All Time
  - Request breakdown by ticket category - Last 30 days
  - Average ticket response time (minutes)
  - Closed ticket detail: Requester, Time Created, Time Open, Service Level, Ticket ID
  - Projects summary

Ongoing Device Reporting

- Device Health
- Last Login
- OS Version
- Hardware
- RAM
- Disk Space

IT Scorecard

- Mac Devices
  - FileVault enabled %
  - Gatekeeper enabled %
  - Firewall enabled %
  - OS version
- PC Devices
  - Bitlocker
  - Hardware manufacturer
  - OS version
- G-Suite Licensing and Security
  - Business and cloud storage
  - Number of licenses
  - 2-Step Verification enabled %
  - Recent logins
- Office 365 Licensing and Security
  - Number of licenses
  - 2-step verification enabled %



Strategic Business Review

- Number of users enrolled in Electric
- Number of computers enrolled in MDM
- Number of onboardings and offboardings through Turbine
- Technical onsite support hours
- Strategic projects completed
- Progress against key milestones
- Product and Service utilization and recommendations
- Accomplishments from Go-live Stage
- Supported and unsupported Applications
- Product roadmap
- Services roadmap

*Please be advised if a service is not listed in our list of services above it is contractually considered out of Electric's scope of support. Electric reserves the right to refuse servicing out of scope items or charge additional fees to perform out of scope services.*