



# LIST OF SERVICES

## Subscription Package Inclusions

**Basic Package**  
Onboard and offboard new employees with the devices and applications they need.

**Core Package**  
Everything in Basic plus real-time IT support.

### IT Management + Reporting

Single pane of glass visibility into your IT environment.

IT Scorecard to track IT health	The IT Scorecard gives you an overview of the IT health of your organization. To supplement the high-level information about devices, licenses, and security, the scorecard also provides recommended actions to improve your organization's IT posture.	✓	✓
Employee onboarding <i>(Employee onboarding requests available 9 - 9ET)</i>	With one easy workflow in the Electric platform, Electric delivers the right devices, applications, and access to your new team members.	✓	✓
Employee offboarding <i>(Employee offboarding requests available 9 - 9ET)</i>	Revoke access and trigger device returns through the Electric offboarding workflow.	✓	✓
Set application preferences	Inventory your applications, assign administrators, and designate approval policies.	✓	✓
View device inventory	Manage your device inventory, assignments, Operating System versions, condition, and storage location.	✓	✓
Report on your IT requests	With the Electric reporting hub, get insight into the types of requests your employees are submitting to the Electric Service Desk, view their status, satisfaction ratings, and request categories.	✓	✓

### Device Management

Compatible with Windows and MacOS devices

Secure, control, and enforce policies on devices	Via JamfPRO for Mac and Kaseya for Windows (licenses included)	✓	✓
Device lifecycle management	We'll let you know when your devices are nearing end of life and ready for a replacement, so you can plan ahead to keep your fleet secure.	✓	✓
Purchase, setup (provision) and ship devices	Triggered in an Employee Onboarding workflow, or through a service desk request, Electric will procure and ship devices to your team - set up with the applications, access, and security policies they need to be productive.	✓	✓
Device deprovisioning	Time to turn in the device? Electric can remove applications, access, or policies in preparation for a device swap or departure.	✓	✓
Remote provisioning and deprovisioning	Remote Provisioning is the act of setting up a computer for a new employee by remotely logging into it through our remote desktop software.	☐	✓
Device Hardware Troubleshooting	Device running slow? Trouble with your device management configuration? The Electric Service Desk will help you troubleshoot device issues via chat or the Electric User Hub.	☐	✓
Store, and recycle devices in the Electric Hardware Lab	Keep laptops and their chargers stored securely in the Electric Hardware Lab, ready for their next user.	\$ Priced Per Device	\$ Priced Per Device

### Security Controls

Deploy and manage device configuration settings and security controls		✓	✓
Firewall configuration	Electric configures your firewall to monitor and block unwanted or unfamiliar traffic that could pose a risk to your business.	✓	✓
Disk encryption	Done-for-you Disk Encryption protects data on a devices startup disk by converting information into unreadable code. Managed with FileVault for Apple device and BitLocker for Windows.	✓	✓
Operating system updates and upgrades	OS Updates: Updates are deployed and enforced via forced reboot (PC) or via user prompt (Mac) OS Upgrades: On customer request or user initiated	✓	✓
Installation protection	MacOS: Gatekeeper ensures only trusted software is allowed to run, verifies that downloaded applications are from a trusted developer and have not been altered. Windows OS: SmartScreen checks any files or applications downloaded to PCs for potentially malicious content before opening them."	✓	✓
Idle screen timeout	Your employees' devices will time out after a set period of time to prevent data loss if a laptop is left open	✓	✓
Password complexity	Electric will guide your employees to set passwords that are highly secure	✓	✓
Remote access deployment	Electric utilizes software to remotely access a user's device with their consent to provide real-time support and troubleshooting	☐	✓
Remote lock and unlock devices	Lock or unlock devices with the click of a button to prevent data loss.	✓	✓

### Application Management

Not all applicaitons are made or managed the same. See how we approach application management in our Managed Applications list.

Install on company devices	Triggered in on/offboarding workflow, applications will be installed on from company devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provisioning + deprovisioning for installed applications	Triggered in on/offboarding workflow, installed applications will be provisioned or deprovisioned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provisioning + deprovisioning for SaaS Applications	Triggered in on/offboarding workflow, web-based SaaS applications will be provisioned or de-provisioned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add/Remove/Change/Updates for Installed Apps	Add, remove, or change role types or permissions.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Add/Remove/Change for SaaS Apps	Add, remove, or change role types or permissions.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service desk support for applications	Need systems administration or troubleshooting for a supported application? The Electric Service Desk will help via chat or the Electric User Hub.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### IT Service Desk

Support from our 150+ IT technicians with an initial response of 10 minutes or less.

24/5 IT Service Desk via the Electric App (Excludes Employee On & Offboarding requests available 9 - 9ET)	Have an IT support issue that requires real-time support? Chat with a live agent via our Electric App in Slack or Microsoft Teams	(Limited to MDM and on/offboarding request for 5 assigned users)	<input checked="" type="checkbox"/>
Electric User Hub where your team submits IT requests	A dedicated portal for your employee's IT support needs with flexibility to either start a live chat or submit their request and get back to work		<input checked="" type="checkbox"/>
Service desk support for device hardware	Device running slow? The Electric Service Desk will help you troubleshoot device issues via chat or the Electric User Hub.		<input checked="" type="checkbox"/>
Service desk support for applications	Need systems administration or troubleshooting for a supported application? The Electric Service Desk will help via chat or the Electric User Hub.		<input checked="" type="checkbox"/>

### Implementation

<b>Implementation</b> Get your company set up on Electric with a guided implementation	\$ One Time Fee	\$ One Time Fee
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### Add-On Offerings

<b>Weekend Support</b>	Weekend Hours Chat Support (10:00am to 7:00pm EST Saturday & Sunday)	\$15 / user / month *28 user minimum	\$15 / user / month *28 user minimum
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<b>Network &amp; Server Management</b>	Stay ahead of network and server issues, reduce downtime, and keep business running smoothly.	\$ Per Location
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### Cybersecurity

Endpoint protection	Anti-malware and antivirus via Malwarebytes EDR	Add On (\$)	Add On (\$)
SaaS protection	SaaS app enhanced security monitoring and remediation via Datto SaaS Protection	Add On (\$)	Add On (\$)
Network protection	Zero Trust Network Access solution via Perimeter 81	Add On (\$)	Add On (\$)

### Professional Services Catalog

The following projects are delivered on a per-project basis for an additional fee. Expert delivery of your IT projects.

Office Moves	Add On (\$)	Add On (\$)
Email and data migrations	Add On (\$)	Add On (\$)
Security audit preparations	Add On (\$)	Add On (\$)
Network Upgrades + Build-outs	Add On (\$)	Add On (\$)
Backup and recovery for Google Workspace + Microsoft 365 data	Add On (\$)	Add On (\$)
Email SPF, DKIM and DMARC configuration	Add On (\$)	Add On (\$)
MFA Setup for Mail system	Add On (\$)	Add On (\$)
Email and data migrations	Add On (\$)	Add On (\$)
Security audit preparations	Add On (\$)	Add On (\$)
Network Upgrades + Build-outs	Add On (\$)	Add On (\$)
Cloud optimization and configuration	Add On (\$)	Add On (\$)
Conference room setup and configuration	Add On (\$)	Add On (\$)
Network cabling	Add On (\$)	Add On (\$)
Annual disaster recovery testing	Add On (\$)	Add On (\$)
Customized engagements	Add On (\$)	Add On (\$)
Okta Single Sign On implementation	Add On (\$)	Add On (\$)

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.