TECHVERA
By ⚡ Electric

Techvera List of Services

Subscription Package Inclusions	Description	Packages			
Unlimited On and Offboarding		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
Onboarding and Offboarding Requests	Seamlessly manage employee transitions by submitting on or off-boarding requests anytime through our portal. We'll handle these requests from 9 am - 9 pm ET, Monday through Friday, and send you a confirmation email once they're completed. We support requests for onboarding new hires and offboarding departures, including adjustments to your supported app license count to save you time and money. *This service applies to your email, chat, and an unlimited number of supported applications*	☑	☑	☑	☑
24/7 365 Managed Administration & Troubleshooting		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
Standard Mobile Device Management	Gain comprehensive control and security for your devices with our 24/7 managed services. We implement standard security policies, streamline device setup and compliance, offer remote issue resolution, and support OS and app patching.	☑	☑	☑	☑
Google Workspace or Microsoft 365	Receive expert management of your productivity suite, including setup, configuration, user management, and troubleshooting, to enhance your team's collaboration and productivity.	☐	☑	☑	☑
Slack or Teams	Administration of your Slack or Teams communication platform, providing optimal functionality and 24/7 user support,	☐	☑	☑	☑
Additional Application Support*	Extend your digital ecosystem with comprehensive support for additional business-critical applications.	☐	5	10	Unlimited
Support Channels		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
Limited Ticketing Portal	Employees can leverage our portal to submit requests related to onboarding, offboarding, device provisioning and MDM requests.	☑	☐	☐	☐
Ticketing Portal with Chat	Need real-time IT support? Submit a ticket through our IT portal or start a chat with a live agent. All employees can request assistance through the service desk, and if approval is needed, designated approvers will be notified.	☐	☑	☑	☑
Email	Send a request to our designated support email to generate your ticket this way instead.	☐	☑	☑	☑
Zoom + RMM	Once your support ticket is created, you can request a Zoom meeting, or we may suggest one if it helps resolve your issue more efficiently.	☐	☑	☑	☑
Schedule Ahead	Choose a time that fits your schedule and arrange a meeting with us to address any support issues you may have.	☐	☐	☑	☑
Slack Integration*	Experiencing an IT issue and need immediate assistance? Open a ticket directly in Slack for real-time, round-the-clock support. Our team will handle your concerns through this seamless Slack integration, ensuring you get the help you need when you need it. *All employees will need access in order to support this add on *Slack Pro is required for this support channel	☐	$	$	$
Device Support (Mac & Windows)		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
Troubleshooting OS and Hardware	If you're facing device issues or need support with configurations, we'll work with you to troubleshoot and resolve them. If the issue can't be fixed remotely, we'll handle repair services or arrange for the device to be upcycled.	☐	☑	☑	☑
Available Warehouse and Inventory Management	Streamline your inventory management and speed up device delivery by leveraging our warehouse services to store and ship your laptops.	☑	☑	☑	☑
Available Upcycling Services	We'll facilitate upcycling devices as part of inventory management services.	☑	☑	☑	☑
Available Repair Services	We'll facilitate repair services with the laptop manufacturer as part of inventory management services. Costs will depend on the device's warranty status (if applicable).	☑	☑	☑	☑
Hardware		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
Custom Procurement	Take advantage of our custom hardware storefront to meet your employees' needs for devices, peripherals, and warranties.	☑	☑	☑	☑
Custom Provisioning	Customize your department-level provisioning profile to ensure each device is equipped with the necessary operating system, software, and credentials for each team member.	☑	☑	☑	☑
QR Codes Powered by UPS*	We will provide a personalized QR code to streamline the return of hardware to your designated location.	☑	☑	☑	☑
Mobile Devices		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
iOS Device Management	Securely manage and optimize iOS mobile devices accessing your corporate data, ensuring compliance and data protection.	$	$	$	☑
Cybersecurity as a Service, Powers by Todyl		**Techvera Enable**	**Techvera Engage**	**Techvera Elevate**	**Techvera Evolve**
PerimSecure SASE*	Secure Access Service Edge provides network interconnectivity and security for your users and networks, ensuring secure and efficient access to cloud applications and resources.	☐	$	☑	☑

	Description	Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
ThreatSecure 365 EDR/MXDR/SIEM*	Managed Extended Detection with SOC 24x7 Monitoring & Proactive Response (SIEM 1 year retention).	☐	$	☑	☑
CyberShield 365 EDR/MXDR/SIEM*	Managed Extended Detection with SOC 24x7 Monitoring & Proactive Response SIEM (3 year retention) GRC (Governance, Risk, Compliance) LZT (LAN Zero Trust)	☐	$	$	☑

Email Security		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
SaaS backup (O365 or Google)	We provide automated, continuous backups of emails, documents, calendars, and more, ensuring data integrity and availability. Our service includes point-in-time recovery, robust security measures, granular recovery options, real-time monitoring, and 24/7 expert support, safeguarding your business against data loss and ensuring compliance with data protection regulations.	☐	☑	☑	☑
Phishing prevention and detection	Protect your organization with our comprehensive phishing prevention and detection Service. We employ robust strategies to proactively identify and mitigate phishing attacks, safeguarding your sensitive data and reducing security risks.	☐	☐	☑	☑
Spam filtering	Enhance your organization's email security with our Spam Filtering Service. We provide robust solutions to effectively identify and block spam emails, reducing inbox clutter and mitigating security risks.	☐	☐	☑	☑

Strategic Advisory		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Named Relationship Manager	We will support you by understanding your needs, resolving issues and escalations, identifying upsell and cross-sell opportunities, and offering strategic guidance to ensure your satisfaction.	**Shared Resource**	**Shared Resource**	☑	☑
Technology Performance, Trends, and Business Reviews	We will support you with technology performance through monitoring and reporting, proactively identifying issues, and helping to optimize performance. A Relationship Manager will prepare and conduct Technical Business Review's (TBRs) that review recent findings, key metrics and provide guidance with strategic planning. *TBRs conducted upon request for Engage customers*	☐	☑	☑	☑

Professional Services		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Professional Services	We support all Professional Services engagements, from scoping to project execution. Our catalog includes a range of expert IT solutions, such as migration services, disaster recovery, cloud integration, and compliance services, all designed to optimize your infrastructure and enhance business efficiency.	$	$	$	$

Target OLAs	Priority / Time to Assign / Target Time to Resolution	Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Incident Priority	High / 10 minutes / ~1 hour	☐	☑	☑	☑
	Medium / 30 minutes / ~2 hours	☐	☑	☑	☑
	Low / 60 minutes / ~4 hours	☐	☑	☑	☑

Package Add Ons

Managed Eero Network Solutions		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
EERO HOME OFFICE OR SMALL OFFICE SOLUTION (<3,000 SqFt)	Virtual Site Assessment and Hardware Recommendations; Managed Secure Wifi Router and 1 Mesh Node; Procurement and Delivery; Remote Configuration & Deployment; Reactive Network and Wifi Support; 24x7 Monitoring with Proactive Network and Wifi Management; POE Wired or Wireless Options; Supports network speeds up to 2.3 Gbps Wired / 1.6 Gbps Wireless; Hardware Procurement and Delivery; Remote Configuration & Deployment; On-Site install (50 miles of NFL cities / travel additive); Reactive Network and Wifi Support; 24x7 Monitoring with Proactive Network and Wifi Management; Advanced Security Features; Dynamic DNS (DDNS); Malware Protection (powered by Malwarebytes); Content Filtering; Application Blocking; Ad Blocking; Internet Backups; Password Management (powered by 1Password); Historical Network Reports	$	$	$	$
EERO SMB OFFICE SOLUTION (3,000 - 5,000 SqFt)	Eero SMB office solution includes the same features as home Eero Home Office or Small Office Solution (<3,000 SqFt) but this comes with 2 Mesh Nodes.	$	$	$	$

Eero SMB Office Solution Add On (+2000 SQFT)		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Eero Mesh Node	Each additional node	$	$	$	$

Additional Eero Office Add-ons		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Eero SMB Office Solution Add On	Each additional site	$	$	$	$

Security Add-ons		Techvera Enable	Techvera Engage	Techvera Elevate	Techvera Evolve
Avanan Managed Spam Protection	Google/Microsoft Add-Ons	$	$	$	$
ThreatDown Endpoint Detection and Response	Anti-malware virus software that protects devices from malware and other threats				
Breach Secure Now (BSN)	An innovative security awareness platform dedicated to educating individuals on cybersecurity best practices, including phishing prevention training.	$	$	$	$
Keeper Password Management	Password manager and digital vault				
Perimeter81 Virtual Private Network Alternative	Allows employees to securely access a company's internal network from anywhere.	$	$	$	$
Network & Server Managment	Supportable equipment only				