

## Avrom Services and Pricing

When computers have not had regular maintenance they tend to slow down and lock up. Fans get clogged with dust causing overheating, hard drives get clogged with extra software and malware. Sometimes this extra software does not play well with operating systems and other application software.



This happens especially when the latest windows patches, and updates from third party software (Adobe Acrobat, Flash, Java, MS Office, etc) are not regularly installed. Hackers count on the lack of current security

and critical patches to inject bugs and malware through holes that have not been plugged. They pick low-hanging fruit, and the more layers of protection between you and them, the more likely they will move on to easier targets rather than attack you.

Avrom uses a combination of tools to clean and protect client computers from harm, and to insure that computers run efficiently. We automatically install whitelisted (tested) patches and our resident tools send us warnings when problems are likely to occur. We implement solutions before problems become critical or affect the productivity of our clients. A website dashboard enables us to view the status of all computers we monitor so that we can be proactive.

We usually find that software patches in sites we visit are lacking because it is hard for end users to keep up with these things. Although a technician could be sent in weekly or monthly to provide service to update computers, we have a more automated approach. Agents are installed on each computer (and especially on each server) to remotely manage service & updates and monitor hardware, far more efficient and less costly than sending in a technician!



We are including information for the implementation of that **Remote Monitoring & Management** technology. It is a relatively low cost service that manages servers and workstations to keep your computers running smoothly. We start out by initially cleaning each computer of malware and bringing it up to snuff. Then we can install our Avrom-RMM agents to keep your computers running smoothly from then on.



Most importantly, we feel is necessary is to make sure that a daily backup is implemented so that all data and critical

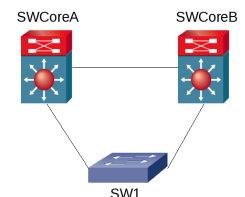
documents are backed up. A foolproof **Backup and Disaster Recovery (BDR)** strategy is a mandate in today's digital world. Because our clients can be concerned about cloud services, we insure that *ALL* data is encrypted to Dept. of Defense specifications before leaving their buildings. Our Avrom-BDR online backup keeps various revisions of files OFFSITE. Should a disaster occur (fire, tornado, file corruption, etc) the system can be restored or rebuilt quickly.

Avrom's Security Services uses a combination of tools to protect and clean your computers from harmful viruses, so that your network is not an open book for others to access. We utilize Unified Threat Management (UTM)

Firewalls, which integrate multiple security features on a single firewall appliance. Avrom UTM devices offer comprehensive network security to catch bugs before they can get from the internet onto your network.

**Our monthly security service combines our UTM hardware appliance, endpoint antivirus, setup, all licenses and ongoing monitoring into an inexpensive service to keep you protected.**

Attached is our Product Planning and Pricing Sheet with various options. We would be glad to explain our products to see which of our services fit your needs and budget.



**Initial Cleanup**

**Avrom Computer Cleanup**

- Virus Scan and Removal of Found Viruses
- Malware Scan and Removal of Found Malware
- Windows Patch & Update Installation
- Third Party Patch and Update Installation
- Removal of Unwanted Programs, Browser Bars, etc.
- Update of Anti-Virus Definitions and Programs
- Update of Anti-Malware Definitions and Programs

**Initial Cleanup \$150/Each**

# Servers \_\_\_\_\_

# Desktops \_\_\_\_\_

Total CPUs \_\_\_\_\_

\_\_\_\_\_ x \$150 = \_\_\_\_\_

**Avrom-BDR**

**Managed Online Backup & Disaster Recovery (BDR)**

- Unlimited File Revisions, Unlimited Time Period Kept
- Multiple Computer Backup Sets From Multiple Computers
- 256 AES DOD Level Encryption for Security
- Automatic Daily Email Report, Detailed Reports Available
- Options For Complete Server Restore or Individual Files 24/7
- Virtual Server Options Available For Disaster Recovery

**Online Backup \$5 gb/Month**

#gb \_\_\_\_\_ x \$5 = \_\_\_\_\_/Month

**Cloud Virtual Server Option**

#Svrs \_\_\_\_\_ x \$150 = \_\_\_\_\_/Mo

**Onsite Virtual Server Option**

**Call For Pricing**

**Avrom-RMM**

**Remote Monitoring & Management (RMM)**

- Automatic *Whitelisted* Patch Management & Monitoring
- Managed Anti-virus Protection & Updates
- MalwareBytes Pro Anti-Malware Automation
- Automatic Windows Critical, Security & Service Patches
- Automatic MS Office Critical & Security Patches
- Automatic 3rd party Patch Management
- 24x7 Network Monitoring, Avrom Alerts & Service Tickets
- Remote Access to Desktop Computers For Users

**Avrom-RMM**

# Servers \_\_\_\_\_

# Desktops \_\_\_\_\_

Srvrs \_\_\_\_\_ x \$65 = \_\_\_\_\_/Mo

DTops \_\_\_\_\_ x \$25 = \_\_\_\_\_/Mo

**TOTAL \_\_\_\_\_/Month**

**Avrom-Internet Security**

**3-Year Cyber Security Service**

- UTM /Router/Firewall Appliance w/VPN, Web Filtering
- Anti-Virus, Anti-Spyware, Anti-Spam, HIPAA Reporting
- Increased Layers of Protection, Bandwidth Management

**Internet Security Pkg**

# CPUs \_\_\_\_\_

\_\_\_\_\_/Month

**Avrom-SLA**

**Annual Service Level Agreement (SLA) Includes:**

- Avrom-RMM Remote Monitoring and Management
- Avrom-BDR Online Backup & Disaster Recovery Service
- Avrom-TSA Annual Tech Support Agreement

**Monthly SLA Agreement**

**Call For Pricing**

**Initial Cleanup Discounts:**

**If Annual Avrom-RMM - \$100/Computer — If Annual RMM & BDR - \$75/Computer**

**If Annual Avrom-SLA Agreement - \$50/Computer**

**Additional work will be invoiced at a rate of \$150/Hour or 5 HrTech Pkg \$625/Mo**