




# MSP support packages, designed by our IT experts.

At BCS365™, every customer is unique. Every plan is 100% customized to your needs. Because our product offering is extensive, we've put together real-world packages designed to help make the selection process easier.

	Essential	Enhanced	<b>MOST POPULAR</b> Elite	Elite Plus
IT Support Coverage 	8 x 5 M-F	12 x 5 M-F	24x7	24x7
Service Level Agreement	N/A	8 Hours	4 Hours	2 Hours
Remote Support	Included	Included	Included	Included
Onsite Support	Optional	Optional	Optional	Included <sup>1</sup>
Remote Monitoring	Included	Included	Included	Included
Monthly Support Tickets/Cases	Unlimited	Unlimited	Unlimited	Unlimited
Case Management	Included	Included	Included	Included
Vendor Management	Included	Included	Included	Included
ITSM Access	Portal	Portal	Custom <sup>2</sup>	Custom <sup>2</sup>
Desktop Automation	Included	Included	Included	Included
Desktop Management	Included	Included	Included	Included
Basic Backup Management	Included	Included	Included	Included
Microsoft Application Support	Included	Included	Included	Included
3rd Party Application Support	N/A	Included	Included	Included
Executive Reporting	Biannual	Quarterly	Monthly	Custom
Tech Account Manager	N/A	Biannual	Quarterly	Monthly
Inside Account Manager	Included	Included	Included	Included
Field Account Manager	N/A	N/A	Included	Included
Virtual CTO	N/A	Annual	Quarterly	Monthly

1. Onsite resolution for issues that cannot be resolved remotely.  
 2. Can be customized if client desires, at no extra cost.

## See the value.

No single person knows everything. By partnering with BCS365™, you get access to a curated selection of the best services in the industry, along with the brightest talent, specialized for each subject matter. Can you imagine managing each of these services individually? We can! **Because we do.**