

THInc. Ops™ Managed Service | Support Matrix

Type of Device / Service	Brands Supported	Brands Preferred	Daily Services Covered	Weekly Services	Monthly	Quarterly Maintenance	Support/ Break-Fix Services	Services included at Time & Materials Rate (Examples Included)	Customer Baseline Requirements
End-User Support	NA	NA	Support to End Users; User Account/Profile Administration including account creation, changes and terminations.	NA	NA	NA	Common Office Applications (Microsoft and Productivity); pre-approved business applications. End-user support on approved/designated devices and systems and/or applications (limited to access, troubleshooting and profile administration)	Custom and/or Vertical applications; devices not issued by Company and devices not included in support agreement. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	NA
Switches	Extreme, Cisco, Juniper, Dell, HPE, Fortinet, Aerohive, Any managed switch	HPE, Fortinet	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review device logs, Review spanning tree configuration, Review performance statistics, Review firmware version and update as needed, Review status and test services for issues, Backup the configuration, Update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Firewalls	Fortinet, SonicWALL, Palo Alto	Fortinet, Palo Alto	Monitoring, alerting, and remediation of alerts, systems administration including policy edits, and account-level permissions changes	NA	NA	Verify subscriptions, Review policies, Review device logs, Review performance statistics, Review firmware version and update as needed, Test services for issues, Backup the configuration, Update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Physical Servers	Dell, HPE, IBM	HPE, Dell	Monitoring, alerting, and remediation of alerts, systems administration including policy edits, and account-level permissions changes	NA	NA	Update firmware, update applications, test for issues, update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Hypervisor OS	HyperV, VMware, Nutanix Acropolis	HyperV, VMware, Nutanix Acropolis	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review Virtual Host event logs, Review Cluster logs, Review open Alerts, Review performance, Install updates, Review status and test services for issues, Update documentation with any changes	Troubleshooting, repair, reinstallation; management of remediation through resolution	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.

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Server OS	Windows, Linux	Windows, Linux	Minor configuration changes, monitoring, alerting, and remediation of alerts	Patching in accordance with Maintenance Plan	Patching in accordance with Maintenance Plan	Update firmware on physical servers, Install Windows and 3rd Party patches on manually patched servers, Install application updates on manually patched servers, Review status and test services for issues, Update documentation with any changes	Troubleshooting, repair, reinstallation; management of remediation through resolution	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Database	MySQL / Microsoft	Microsoft	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	Security Patches	Review performance, disk space growth, rebuild Indexes, review job history	Availability Group management	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Backup procedures and maintenance jobs are fully established
Web Server	IIS / Apache	IIS	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	Security Patches (Windows only)	Check SQL memory usage, log file sizes, SQL logs and job executions, check backup jobs, create maintenance jobs as applicable, review disk space and white space	Updates to site bindings and other minor configuration changes	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	
Workstations	Dell, HP, Apple, Lenovo, Microsoft, Acer, Toshiba, Asus	HP, Dell, Apple, Lenovo	Minor configuration changes, monitoring, alerting, and remediation of alerts; application of automated Microsoft and approved 3rd-party patching	NA	NA	NA	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warrantied hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Workstation OS	Windows, MacOS, Linux	Windows, MacOS, Linux	Minor configuration changes, monitoring, alerting, and remediation of alerts; application of automated Microsoft and approved 3rd-party patching	Patching in accordance with Maintenance Plan	Patching in accordance with Maintenance Plan	NA	Troubleshooting, repair, reinstallation; management of remediation through resolution	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Software needs to be currently supported by OEM vendor, must have access to updates
Utility Devices (POS, Printers, Check Scanners, etc.)	Best effort on Network-Connected	NA	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	NA	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warrantied hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.

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UPS (Limited Support Item)	APC, Liebert, TrippLite	APC, Liebert, Eaton (network managed)	Monitoring for up/down, battery replacement, and low battery charge, and potential power outages	NA	NA	NA	NA	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
End-Point Protection	Sophos with Intercept-X & EDR	Sophos with Intercept-X & EDR	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review policies, Update documentation with any changes	Troubleshooting, repair, reinstallation; management of remediation through resolution, end-user support	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Client Anti-Virus will be replaced with TH's AV platform and installed during client onboarding, and will also be applied to net-new devices.
SSL Certificates	Any	Any	Monitor expiration dates	NA	NA	NA	Troubleshooting, repair, reinstallation, renewals; management of remediation through resolution	Renewal cost, net-new installations, service migrations. Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services. Quarterly Maintenance (if applicable) and Support/Break-Fix services as requested, required or indicated for "Limited Support Items" including but not limited to restoring stability, performance and services to any system deemed problematic, unstable, or with limited or unavailable OEM support.	TH must have access to vendor accounts
Public Domain Registrations	Any	GoDaddy, Network Solutions	Monitor expiration dates	NA	NA	NA	Troubleshooting, repair, reinstallation, renewals; management of remediation through resolution	Renewal cost, net-new installations, service migrations. Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services. Quarterly Maintenance (if applicable) and Support/Break-Fix services as requested, required or indicated for "Limited Support Items" including but not limited to restoring stability, performance and services to any system deemed problematic, unstable, or with limited or unavailable OEM support.	TH must have access to vendor accounts
Email / Office 365	EXG, O365	EXG, O365	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	NA	Troubleshooting, repair, reinstallation; management of remediation through resolution	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.

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Internet Connectivity	Any	PNT	Monitoring, alerting, and remediation of Incidents	NA	NA	NA	Troubleshooting, repair, component or unit replacement (i.e., ISP device); refer to covered hardware for replacement of warranted hardware. Submit ticket to ISP on behalf of Client, and monitor outages through remediation.	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	LOA (Letter of Agency)
Backup Devices	ExaGrid, HPe, Dell EMC, Synology, Thecus, IBM	ExaGrid, HPe, Dell EMC	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review firmware and apply updates as needed, Update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
Backup Software	Commvault, Shadowprotect, Rubrik, Symantec, Veeam, Veritas, Cohesity	Veeam	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review history for failures, Review backup repository health, Test backups/restores, Check for and install minor patches, Update documentation with any changes	Troubleshooting, repair, reinstallation	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Software needs to be currently supported by OEM vendor. Tech Heads must have access to updates.
NAS	Synology, NetApp, Dell EMC, QNAP, HPe, Hitachi, Thecus	Synology	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review storage health, Update drivers, Update drive firmware, Update controller firmware, Update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement; management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.
SAN	Dell EMC, HPe, Hitachi, IBM, Pure, Tegile, NetApp	HPe, Dell EMC	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review storage health, Update drivers, Update drive firmware, Update controller firmware, Update documentation with any changes	Troubleshooting, repair, component or unit replacement (i.e., hard drive replacement, power supply replacement, entire firewall, etc.); management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Software needs to be currently supported by OEM vendor, customer must have up to date and sufficient licenses, If customer has Office 365 it must be procured through TH and TH specified as digital partner of record, TH must have administrative rights to tenancy; End-User support subscription required for individual account management
Wifi / APs	Aerohive, Meraki, Fortinet, Ubiquiti, Aruba, Extreme	Aerohive, Meraki, Fortinet, Ubiquiti	Minor configuration changes, monitoring, alerting, and remediation of alerts	NA	NA	Review device logs, Review rogue wireless networks, Review performance statistics, Apply firmware updates, Review status and test services for issues, Backup the configuration, Update documentation with any changes	Troubleshooting, repair, component or unit replacement; management of repair and/or replacement of warranted hardware	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	Hardware needs to be currently supported by OEM vendor (which may require a support contract) while covered by THInc Ops. Tech Heads must have access to firmware updates (if applicable). Maintenance and Break-Fix on "Limited Support Items" is provided at T&M plus fees incurred to access and acquire support from an OEM.

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Password Storage (Client Access)	Passportal	Passportal	NA	NA	NA	Review of password strength	NA	NA	NA
Mobile Devices (Mobile Phones, Tablets)	iOS and Android devices	iOS and Android devices	NA	NA	NA	NA	Support limited to end-user business applications on company-issued mobile devices. Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.	Device management, hardware replacement, connectivity issues. Quarterly Maintenance (if applicable) and Support/Break-Fix services as requested, required or indicated for "Limited Support Items" including but not limited to restoring stability, performance and services to any system deemed problematic, unstable, or with limited or unavailable OEM support.	Current iOS and Android operating systems, maximum of one (1) device per user
Phone Systems / Phone Applications	NA	NA	NA	NA	NA	NA	NA	Major upgrades, net-new device installation, physical relocation, major re-cabling, device destruction, data recovery after hardware failure, investigative and remediation efforts as a result of a security event. <i>Other services not explicitly stated in daily, weekly, monthly, quarterly, or break-fix services.</i>	End-User Support (EUS), required; limited to User Profile Management.

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THInc. Ops™ Managed Service | SERVICE DEFINITIONS

Type & Service Name/ Item	Applies to	Description/Details	Other/Exclusions
Brands Supported	ALL	Brands that fall within standard support	Manufacturers or Vendors not indicated may be deemed as "Limited Support Items"
Brands Preferred	ALL	Brands that fall within standard support and are preferred as they meet or exceed current quality, supportability, and security standards	Manufacturers or Vendors not indicated may be deemed as "Limited Support Items"
Maintenance (Patching and Quarterly)	All Devices	Multiple automated and/or manual tasks performed by a technical resource and applied in accordance with a program-defined schedule and standards to meet manufacturers' recommendation and/or client system requirements	Manual Patching/Maintenance requirements may indicate alternative schedules or tasks
Manual Maintenance & Patching	Servers	Manual tasks largely replace a combination of automated and manual tasks and are applied in a frequency of no less than monthly.	Optional Service Add-On. Additional Charges (see T&M) service rates will apply
Standard Support Items	ALL	Items that fall within a defined support plan/program and agreement and meet all pre-requisite conditions for maintenance and support.	An agreement may include one or more "Standard Support Items." These items are fully managed and supported within the defined agreement standards and provisions. An item may be moved from Standard to Limited, if system is found to be problematic or unstable and not replaced upon recommendation, or OEM support is terminated or unavailable at any time throughout the contract term. Additional monthly fees will apply following a customer-reviewed "Change Order."
Limited Support Items	ALL	Items that fall outside a define support plan/program and agreement.	An agreement may include one or more "Limited Support Items." These items are actively monitored and include Anti-Virus (if applicable). Patching may be limited, and maintenance and support is available at published T&M rates.
Minor Upgrades	ALL	A Minor Upgrade is an update that may provide product differentiation without actually defining a different product. A typical Minor Upgrade includes all fixes in previous small updates combined into a patch.	Minor Upgrades will be applied via available OEM patches to designated systems. Requests or requirements for Manual Patching or Minor Upgrades that fall outside of defined program services will be performed at published T&M rates and may require that item/device be reclassified from "Standard Support" to "Limited Support."
Major Upgrades	ALL	A Major Upgrade is a comprehensive update of a product that requires a change of the Product Code Property. A typical Major Upgrade removes a previous version of an application and installs a new version. A Major Upgrade can reorganize the feature component tree.	All Major Upgrades falling outside of defined program services will be scheduled and performed at published T&M rates, upon customer request.
Add Devices / "Net New" Devices	ALL	The addition of devices to a client environment that incurs a formal add to the scope of services, and inclusion in the Service Agreement.	Tech Heads utilizes GPO in customer's AD environment to join New devices to their designated program. Tech Heads will provide a change order to client indicating onboarding fees and subsequent adjustments to client's next monthly billing, and for the duration of the intial term of the agreement.
Device Removal	ALL	The removal of devices from a client environment, and subsequent removal from the scope of services and exclusion from the Service Agreement.	Tech Heads recognizes client requests and also utilizes GPO in customer's AD environment to identify "removed devices". Tech Heads will provide a change order to client indicating any applicable subsequent adjustments to client's next monthly billing and for the duration of the initial term of the agreement.