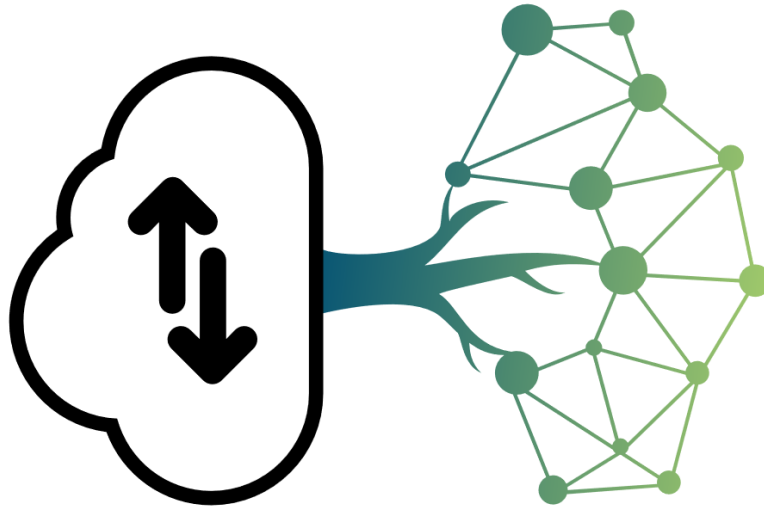




Bloomfield Tech Solutions

Managed Services Overview

Bloomfield Tech Solutions helps organizations maintain, secure, and improve their technology environment through proactive management, responsive support, and practical technology guidance.

Our services are designed for businesses that need reliable technology without the overhead of maintaining a full internal IT department.

Managed IT Service Plans

Basic Infrastructure Care Plan

For organizations that need routine technology maintenance and infrastructure oversight.

The Infrastructure Care Plan provides proactive maintenance services focused on keeping critical systems healthy and reliable.

Includes:

- Network and server maintenance
- Monthly infrastructure review
- Preventative maintenance activities
- Identification of potential technology issues

Does Not Include:

- Break/fix support
- Emergency troubleshooting
- Major configuration changes

Additional work is available through hourly consulting services.

\$135 per month

Managed IT Essentials

For small businesses that need dependable IT support and someone to help keep technology running.

Managed IT Essentials provides a balance of proactive maintenance and responsive support.

Includes:

- Network and server maintenance
- Remote support assistance
- Break/fix support coverage
- User and technology troubleshooting
- Quarterly network auditing
- Infrastructure health reviews

Support Coverage:

- 1 included break/fix incident per month
- Additional service requests as defined in service agreement
- Response targets based on issue priority

Minimum service commitment: 3 months

\$229-\$399 per month, quote requires site visit

Managed IT Professional

For organizations that rely on technology every day and need proactive management, monitoring, and security-focused support.

Managed IT Professional provides a more comprehensive technology management experience.

Includes:

- Everything in Managed IT Essentials
- 24/7 infrastructure monitoring
- Advanced firewall support
- Application-aware firewall management
- Network security maintenance
- Active Directory administration
- DNS and DHCP administration
- NTP administration
- Quarterly network auditing

Support Coverage:

- Expanded break/fix coverage
- Increased service request allowance
- Priority response targets

Minimum service commitment: 3 months

\$429-\$649 per month, quote requires site visit

Cloud & Technology Services

Microsoft 365 Management

Helping businesses get the most from Microsoft 365.

Microsoft 365 Management provides ongoing administration and support for cloud-based productivity environments.

Includes:

- Microsoft 365 administration
- User account management
- License management
- Email troubleshooting
- Shared mailbox management
- Distribution group management
- Microsoft Teams administration assistance
- Multi-factor authentication assistance
- Security configuration guidance
- Periodic Microsoft 365 environment reviews

Pricing:

- Monthly management fee
 - Per-user pricing model available
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Network Monitoring Agent Rental

Remote Infrastructure Visibility

A small managed monitoring appliance can be deployed within your network to allow secure remote monitoring and troubleshooting.

Provides:

- Remote access capability
- Infrastructure visibility
- Faster troubleshooting
- Proactive issue identification

Billed \$10 monthly

Firewall Maintenance

Network Security Maintenance

Ongoing firewall maintenance helps ensure your network perimeter remains reliable and properly maintained.

Includes:

- Firewall configuration review
- Security rule maintenance
- Firewall health checks
- Network security recommendations

Does not include major redesigns, migrations, or emergency remediation unless specifically included.

\$45 per month

Technology Consulting

Hourly Solution Consulting

For projects, improvements, and technology planning.

Examples:

- Network design
- Infrastructure upgrades
- Cloud projects
- Technology planning
- Troubleshooting
- Vendor coordination

Billing in 15-minute increments @ \$90 per hour

Service Expectations

- Monthly services are designed to provide predictable technology management.
 - Included hours and services do not roll over month-to-month.
 - Work outside included services is billed separately.
 - Hardware, software licensing, and third-party services are additional.
 - Project work is quoted separately.
 - 5% discount on renewing agreements paid quarterly
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