

# HOW DOES ICS MEASURE UP?

**OUR MANAGED SERVICE PROVIDER PLANS** were designed with our clients success in mind. With our unlimited support plans our time is never metered, so no matter how much time we spend working on technical problems, helping end users with desktop support issues, fixing data backup problems, monitoring and preventing cyber security exposures or patching your servers, you only pay one low, flat monthly rate regardless of how much time our team spends catering to your technology needs. Besides our unlimited service offerings, we go above & beyond and include many more features and benefits than our competition.

|   | ICS | COMPETITORS |
|---|-----|-------------|
| SOC II Type II Certified Managed Service Provider (Privacy, Security, Availability) | ✓   | ✗           |
| Internal + Outsourced Security Operations Center (SOC)                              | ✓   | ✗           |
| Zero Trust Cyber Security with Allow listing and Ringfencing Solutions              | ✓   | ✗           |
| Quarterly or Monthly Cyber Security Assessments Included as Standard                | ✓   | ✗           |
| 24x7x365 Cyber Security Monitoring with Active Threat Hunting                       | ✓   | ✗           |
| Security Awareness Training included as standard                                    | ✓   | ✗           |
| 24x7x365 Help Desk (100%, in house, USA based)                                      | ✓   | ✗           |
| Multiple Cloud Options: Private Cloud, Public Cloud, or Datacenter Colocation       | ✓   | ✗           |
| 30-Minute Guaranteed Emergency Response Included as standard                        | ✓   | ✗           |
| Unlimited Remote Support 8am-6pm M-F included as standard                           | ✓   | ✓           |
| Unlimited On-site Support 8am-5pm M-F included as standard                          | ✓   | ✓           |
| Admin Time for Small Scale Projects included as standard                            | ✓   | ✗           |
| Virtual CTO & Strategic Technology Planning included as Standard                    | ✓   | ✓           |
| 30-Day Trial for Managed IT Services  | ✓   | ✗           |
| \$4,000,000.00 of Cyber Insurance Coverage Protection                               | ✓   | ✗           |
| 95% of Support calls Answers in 1 Minute or Less                                    | ✓   | ✗           |
| Microsoft Certified Partner & Small Business Specialist                             | ✓   | ✗           |