STIMULUS
IT SERVICES

TECHNOLOGY SERVICES
OFFERING

www.stimulustech.com   877-464-9996

STIMULUS IT SERVICES

At Stimulus Technologies, we believe that **Advanced CyberSecurity is no longer an option**- it's a **requirement**. Our mission is to equip your business with the right technology that will propel you to excel in your industry. By leveraging advanced technology, including artificial intelligence, we will position you ahead of your competitors, ensuring you are prepared to implement cutting-edge solutions to grow your business.

OUR COMPANY OPERATES ON FIVE CORE VALUES

● **Driven to Grow**
We are constantly evolving to stay ahead of the curve, ensuring your business benefits from the latest advancements in IT and cybersecurity.

● **See a Need, Fill a Need**
We don't wait for problems to arise. Our proactive approach ensures that issues are solved before they affect your operations.

● **Elevate Others**
Stimulus is a people focused company. Your success is our success. We empower your business to perform at its highest level, leveraging technology to improve your competitive edge.

● **Extreme Ownership**
We take full responsibility for managing you IT and cybersecurity, ensuring that solutions are delivered with accountability and precision.

● **Celebrate Success**
We celebrate every victory with you, whether it's a project completed or a system running smoothly, we're always there to recognize and build on success

WHO IS THIS FOR?

CORE

Core IT Solutions is designed for small to medium-sized businesses that need foundational IT support and essential cybersecurity protection. If you're looking for proactive management of your IT infrastructure with reliable remote support and basic security features to keep your business running smoothly, this is the ideal package for you.

COMPLETE

Complete IT Solutions is ideal for businesses that require both remote and onsite IT support with comprehensive, standard cybersecurity measures. If your business needs reliable, hands-on assistance to manage IT infrastructure along with essential security services, and you want the flexibility of both remote and onsite support, this plan is designed for you.

PREMIER

Premier IT Solutions is for growing businesses that require a higher level of cybersecurity and IT management. If you're concerned about advanced cybersecurity threats and need enhanced protection along with remote IT support, Premier IT Solutions is tailored to meet your needs, keeping your business safe from emerging risks.

PINNACLE

Pinnacle IT Solutions For businesses with critical IT infrastructure and stringent security requirements, Pinnacle IT Solutions offers the highest level of protection and support. If you need complete, end-to-end IT management, including advanced cybersecurity services, compliance support, and onsite assistance, this plan is built for you.

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PROACTIVE ACCOUNT MANAGEMENT	STANDARD CYBERSECURITY		ADVANCED CYBERSECURITY	
	REMOTE	REMOTE & ONSITE	REMOTE	REMOTE & ONSITE
	CORE	COMPLETE	PREMIER	PINNACLE
Dedicated Technical Account Manager	✔	✔	✔	✔
Assigned Technical Team: System Technician, System Administer, System Engineer	✔	✔	✔	✔
Technology Business Reviews	✔	✔	✔	✔
Weekly Tech Tips	✔	✔	✔	✔
Weekly Cyber Security Awareness	✔	✔	✔	✔
Payment and Invoice Portal	✔	✔	✔	✔
Lightning Support Self-Service Portal	✔	✔	✔	✔
Monthly Technology Newsletter	✔	✔	✔	✔
Detailed Hardware and Warranty Reporting	✔	✔	✔	✔
Dark Web Password Monitoring	✔	✔	✔	✔
Microsoft 365 Service Management	✔	✔	✔	✔
Custom Employee Onboarding and Offboarding Forms	✔	✔	✔	✔
Systems, Network, Password, and Software Documentation Management	✔	✔	✔	✔

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PREVENTABLE TECHNICAL MANAGEMENT CONTINUED	CORE	COMPLETE	PREMIER	PINNACLE
24/7/365 Proactive Monitoring and Alerting	✔	✔	✔	✔
Scheduled Preventative Maintenance	✔	✔	✔	✔
Operating System Critical and Security Updates	✔	✔	✔	✔
Software Patch Management	✔	✔	✔	✔
Escalation and Resolution of System Alerts	✔	✔	✔	✔
Secure Remote Support	✔	✔	✔	✔
Mobile Device Support	✔	✔	✔	✔
Automated Technician Scheduling	✔	✔	✔	✔
Firmware Updates			✔	✔
Operating Systems Upgrades			✔	✔
Automated Software Deployment			✔	✔
TECHNICAL SERVICES				
Remote Support and Resolution of Computer, Server, and Network Issues	✔	✔	✔	✔
Onsite Support and Resolution of Computer, Server, and Network Issues		✔		✔
Onboarding/Offboarding of Users	✔	✔	✔	✔
Onsite Installation of Desktops and Workstations Purchased Through Stimulus		Up to 5 per month		Up to 5 per month
Server File Level Backup and Data Retention	✔	✔	✔	✔
Automated Backup Verification	✔	✔	✔	✔
Printer/Scanner/Device Email Forwarding	✔	✔	✔	✔
Firewall and WiFi Management	✔	✔	✔	✔

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CYBERSECURITY SERVICES	CORE	COMPLETE	PREMIER	PINNACLE
Business Continuity: Direct to Cloud Server Imaging	✔	✔	✔	✔
Business Continuity: Direct to Cloud Workstation Imaging	Add-On	Add-On	Add-On	Add-On
Business Continuity: Backup Data Appliance	Add-On	Add-On	Add-On	Add-On
Business Continuity: Security Operations Center		✔	✔	✔
Endpoint Protection: Web Content Filtering		✔	✔	✔
Endpoint Protection: Application Whitelisting		✔	✔	✔
Endpoint Protection: Generation 2 Antivirus (EDR)	✔	✔	✔	✔
Endpoint Protection: Full Drive Encryption Management	✔	✔	✔	✔
Endpoint Protection: Microsoft 365 Managed Detection and Response (MDR)			✔	✔
Cloud Protection: Advanced AI Microsoft 365 Security	✔	✔	✔	✔
Cloud Protection: Microsoft 365 Backup	✔	✔	✔	✔
Cloud Protection: Email Encryption *Requires M365 Premium or E3 or Better License			✔	✔
Cloud Protection: Microsoft 365 Managed Detection and Response			✔	✔
User Protection: Cybersecurity Awareness Training	✔	✔	✔	✔
User Protection: Dark Web Password Monitoring	✔	✔	✔	✔
User Protection: Phishing Simulation and Reporting	✔	✔	✔	✔
User Protection: Enterprise Password Management			✔	✔
User Protection: Complete Multi-Factor Authentication			✔	✔
Compliance: Annual Network Assessment	✔	✔	✔	✔
Compliance: Annual Penetration Testing	✔	✔	✔	✔
Compliance: Security Policies and Procedures			✔	✔
Compliance: Attestation and Compliance Coordination			✔	✔

STIMULUS IT SERVICES

We pride ourselves on providing transparent pricing for all our service tiers. Each service level is clearly priced, allowing you to choose the best option for your needs.

TRANSPARENT PRICING	CORE	COMPLETE	PREMIER	PINNACLE
Monthly Service Pricing	$115/User	$145/User	$150/User	$180/User
Remote Maintenance Support - Normal Business Hours	Included	Included	Included	Included
Remote Critical Network Support - After Business Hours	Included	Included	Included	Included
Remote Non-Critical Support - After Business Hours	$185/Hour	$185/Hour	$185/Hour	$185/Hour
Onsite Maintenance Support - Normal Business Hours	$145/Hr plus $70 Trip Charge	Included	$145/Hr plus $70 Trip Charge	Included
Onsite Critical Network Support - After Business Hours	$235/Hour	Included	$235/Hour	Included
Onsite Non-Critical Support - After Business Hours	$185/Hr plus $300 Fee	$185/Hr plus $300 Fee	$185/Hr plus $300 Fee	$185/Hr plus $300 Fee
Projects and Professional Services	Quoted	Quoted	Quoted	Quoted

OTHER SERVICES WE OFFER

VoIP Phone Service	Virtual Server Hosting
Broadband Internet Services	Business Continuity Systems
Microsoft Cloud Services	Hardware and Software Procurement
Artificial Intelligence Implementation and Training	Website Hosting
Azure Virtual Desktop	

STIMULUS VoIP

STIMULUS BROADBAND