TheCompuLab Corp.
Corporate Capabilities

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Remote Support/Help Desk

Service Description:
- This service provides direct access to our team of IT professionals for remote support to covered devices during TheCompuLab's regular business hours (Monday to Friday, 8am to 5pm ET).
- This service includes access to our Customer Service Portal that tracks Ticketing Information and History.
- The Remote Support/Help Desk team provides assistance with the following:
  - Windows OS Servers
  - Network Firewalls
  - Point to Site VPN
  - Site to Site VPN
  - Network Switches
  - Workstation and Laptop Support
  - User/Login Authentications
  - Active Directory Support
  - Printer, copier, scanner support
  - Application Support
  - Email System support
  - Storage Device Support
  - Wireless Network Support
  - Cabling Issue Diagnosis and Support
  - Virus, Spyware and Malware Removal
  - Firmware Upgrades
  - Network Device RMA management
  - ISP Failover management
  - Employee/user onboarding and off boarding
  - Workstation/Laptop Upgrades and onboardings (up to 3 per month)
  - Workstation/Laptop Application Installation
  - Email changes related to mailboxes, distribution groups, public folders, access, etc.
- Limited support may be provided, at the discretion of TheCompuLab, to non-covered equipment at remote locations not listed in the executed order agreement.
- Device moves, additions, and changes that take under 8 hours to perform is included in this service offering. However, any move, addition or change that takes over 8 hours to compete will result in additional charges and will be scoped and charged separately at TheCompuLab's then current regular hourly rate.

Onsite Support

Service Description:
- This service includes Unlimited Onsite support to locations listed in the executed order agreements as outlined below:
  - TheCompuLab may occasionally ask Client to perform simple on-site tasks, including, but not limited to, powering down and rebooting a computer, etc. Client agrees to cooperate with all such reasonable requests.
  - TheCompuLab provides onsite support only after efforts to solve the issue remotely have been attempted and, TheCompuLab has determined in its discretion that, an onsite visit is required.
  - Onsite visits will be scheduled in accordance with the priority assigned to the issue by TheCompuLab in consultation with the client, and subject to technician availability.
- Unless otherwise determined by TheCompuLab, client locations not listed in the executed order agreement will be excluded from onsite support. In the event that TheCompuLab does decide to provide onsite support to locations not listed in the governing agreement, TheCompuLab's regular hourly rate will apply.
  - In such instances, Client will be billed a minimum 1 hour per each visit to sites not listed in the executed order agreement.
  - Travel expenses such as milage/airfares, food and lodging are not included for sites not listed in the executed order agreement.

24x7 Remote Monitoring

Service Description:
- This service meets or exceeds industry standard monitoring practices.
- TheCompuLab provides this service by installing an industry leading 3rd party network probe in a client owned Windows computer which must be provided by client for this service to be provided. This 3rd party device shall be used to provide capabilities to monitor client network and devices. TheCompuLab does not warrant the effectiveness of 3rd party solutions or devices.
- This service provides ongoing monitoring services of all critical devices outlined by Client and identified in the executed order agreement. The level of monitoring shall also be reflected in the executed order agreement.
- Network Reports are provided as requested by client. These reports are limited to RMM tool functionality reports.
- Documentation of critical alerts and evet resolutions are also provided.
- If a problem is discovered during monitoring, TheCompuLab shall use commercially reasonable efforts to rectify the condition in a timely manner through remote means. If onsite assistance is needed, such services shall be provided as per the elements of that service offering if such is included in the executed order agreement.

Windows Workstations 24x7 Remote Monitoring monitors the following elements:
- Drive performance & Space
- Memory and CPU usage
- Critical Windows Services as defined by Client (and identified in the executed order agreement)
- Windows Patch Status
- Firewall and UAC status

Windows Servers 24x7 Remote Monitoring monitors the following elements:
- Drive performance & Space
- Memory and CPU usage
- Critical Windows Services Defined by Client (and identified in the executed order agreement)
- Windows Patch Status
- Firewall and UAC status
- Uptime
- Network Connectivity

Connectivity 24x7 Remote Monitoring incudes monitoring of the following elements:
- Wireless Access Points
- Network Switches
- Network Firewalls and Routers
- ISP Modems
- Printers
- NAS/Network Storage Devices
- NVR (only connectivity monitoring to the NVR) no monitoring of security cameras uptime or video footage monitoring services is provided)

Managed Backups

Service Description:
- This service is provided via a 3rd party software solution. TheCompuLab provides the necessary licenses for the 3rd party backup software and monitors the backups to ensure backups are successful. TheCompuLab also troubleshoots any issues with backups. TheCompuLab does not warrant the effectiveness of 3rd party solutions or devices.
- Backups are encrypted using AES 256-bit encryption on-site, then transferred over one-way TLS 1.2 connections and stored encrypted in the cloud. Backup data is only decrypted during a recovery at the business's site.
- The 3rd party solution utilized provides 90 days backup by default. Data older than 90 days is archived once per week.
- Backups are sent to the cloud storage first and then synchronized to the local NAS (Network Attached Storage) if available if such is required by the client. A NAS (Network Attached Storage) must be purchased by client if local backups are required.
- The backup frequency shall be every 2 hours unless determined otherwise by Client.
- Upon termination of the executed order agreement, the backup data is destroyed unless a separate fee is paid to keep the backup solution up and running. This approach is recommended to allow a graceful transition. The backup data can also be manually downloaded and recovered for an additional charge at TheCompuLab's then current standard hourly rates.

Server backup:
- Up to 1000 GB of pooled cloud storage is included across all servers. If more storage is needed, it is charged in 1000 GB increments at $60.
- Backup and Recovery of Files & Folders.
- Backup and Recovery of System State (Bare Meta Recovery).
- Backup and Recovery of MS SQL and MySQL.
- Server Backups are retained for up to 90 days. Older sessions are cleaned to free up storage space on both the cloud and local storage (if applicable) locations after the 90 days.
- Archive schedules can be configured upon Clients request if needed.

Workstation backup:
- Up to 200 GB of pooled cloud storage is included across all workstations. If more storage is needed, it is charged in 200 GB increments at $20.
- Backup and Recovery of Files & Folders.
- Backup and Recovery of System State (Bare Meta Recovery).
- In order for a backup to be successful, the workstation must be powered on and connected to the internet.
- Server Backups are retained for up to 90 days. Older sessions are cleaned to free up storage space on both the cloud and local storage (if applicable) locations after the 90 days.
- Archive schedules can be configured upon Clients request if needed.

Managed Backup Limitations:
- While we make every effort to ensure that all data is properly backed up, TheCompuLab does not test the accuracy of the 3rd pary backup solution and does not guarantee the recovery of any data and shall not be liable for the same.
- TheCompuLab shall not be responsible for the actions of the client, 3rd parties, vendors, software or any other service that results in data loss.

- **TheCompuLab shall not be responsible for missed backup windows on workstations due to devices being powered off or missed or failed backups due to poor connectivity or inadequate bandwidth.**
- In the event of backup job failure, TheCompuLab will connect remotely to the device or application and, where possible, resolve the issue causing the job failure.
- If the backup job failure cannot be permanently resolved due to device failure or a cause beyond TheCompuLab's control, TheCompuLab will immediately contact the Client and provide options or estimates for a permanent resolution.
- Backup reports are provided upon request.
- All restorations require Client Approval and the corresponding encryption key.
- All pricing is for ensuring that backups occur ONLY, if file restoration or server recovery is required, normal Regular Support Service rates will apply and be billed accordingly.
- If file restoration or server recovery is needed as a result of user error, normal hourly Regular Support Service rates will apply and be billed accordingly.
- Data recovery time will depend on the speed and reliability of Client's Internet connection and network.
- Due to technology limitations, all computer hardware, including communications equipment, network servers and related equipment, has an error transaction rate that can be minimized, but not eliminated, due to the nature of data storage technology. As such, Client understands and agrees that any data sent to or stored may become corrupted or lost due to communication or hardware-related failures. TheCompuLab cannot and does not warrant that such data corruption or loss will be avoided, and Client agrees that TheCompuLab shall be held harmless if such data corruption or loss occurs. Client is strongly advised utilize this backup service to mitigate against the unintentional loss of data.

Office 365 Backup

- Backup and Recovery services of Office 365 products such as Exchange, OneDrive and SharePoint.
- All backed up data is encrypted during the backup process and the encryption key is securely stored in the cloud.

Exchange Backup Description

- Retention 7 years.
- Backup runs up to 6 sessions a day.
- Backups up the full content of the mailbox.
- You can restore accepted event invitation emails through the calendar restore.
- Allows restore from a specific data and session.
- Allows restore to 3 target locations:
  - Auto-generated location.
  - Original location.
  - New location.

Exchange Backup Limitations

- We do not currently support backup or restore of Outlook Notes.
- You cannot restore calendar events that have not been accepted by the recipient.
- We do not currently support backup or restore of Public folders. This is due to the configuration of Microsoft data layers.
- Protection for Archived mailboxes or a native Archive folder is not provided through backup.

OneDrive Backup Description

- Retention 7 years.
- Backup runs up to 4 sessions a day.
- Allows restore from a specific date and session.
- Allows restore to 3 target locations:
  - Auto-generated location.
  - Original location.
  - New location.

OneDrive Backup Limitations

- We do not currently support backup or restore of OneNote folders. This means we cannot backup any OneNote data, as (by default) all OneNote pages are located in Folder notebooks.
- Though OneDrive supports versioning, we only backup the latest version of files.
- We cannot backup from accounts that are not licensed or deleted.
- We do not currently support backup and restore items protected by Information Rights Management (IRM).

SharePoint Backup Description

- Retention 7 years.
- Backup runs up to 4 sessions a day.
- Allows restore from a specific date and session.
- From version 19.12, SharePoint online permissions are now protected.
- Allows restore to 2 target locations:
    - Original location.
    - New location.
- Role definitions can be restored only in root site (or site collection).

SharePoint Backup Limitations

- We do not backup SharePoint lists.
- We do not support backup of the SharePoint pages, styles and images used to create the SharePoint site.
- We do not support backup of planners via SharePoint as these are a separate data source which is not detected during the Backup process.
- We do not support backup of Wikis via SharePoint as these are a separate data source which is not detected during the Backup process.
- We do not currently support backup or restore of OneNote folders. This means we cannot backup any OneNote data, as (by default) all OneNote pages are located in Folder notebooks.
- We cannot re-create a deleted site collection. If a site collection is deleted, it can be restored to a new location, which must be created manually.
- Due to a SharePoint Online limitations, role definitions can only be restored in a root site (or site collection).
- We do not currently support backup and restore items protected by Information Rights Management (IRM).

Google Workspace Backups

- Backup and Recovery services to protect Google Workspace data such as Gmail, Calendar, Contacts, Drives, Sites, and Shared Drives.
    - All backed up data is encrypted.
- Unlimited data storage and retention included.
- SmartSearch instant full-text search and filtering.
- Multiple backups per day.

Proactive Consulting (vCIO)

Service Description:
- Ongoing meetings (maximum of quarterly) to discuss customers' business objectives.
- Strategic Business Reviews to discuss technology trends and cyber security challenges.
- Asset Alignment and Life Cycle Management.
- Proactive Risk Identification and Gap Analysis.
- IT Budgeting and Forecasting if needed.
- The vCIO will not hold an actual director or officer position with Client.
- the vCIO will neither hold nor maintain any fiduciary realtionship or position with Client.

Vendor management

Service Description:
- Provide support and management of the following vendor types:
    - Internet service providers;
    - VoIP providers;
    - Copiers and scanners (MFP) providers;
    - Domain registrar, DNS and hosting companies; and,
    - NVR/DVR and/or Security Systems: TheCompuLab supports ONLY IT related issues with these devices but doesn't support actual functionality of these devices. Client is responsible for testing and making sure devices are configured to meet their expectations.
- Line of Business software applications: TheCompuLab supports any IT related issues with the applications' functionality.
- TheCompuLab offers limited support with vendors for training and questions relating to the use of vendor solutions. The technical support provided by TheCompuLab may be limited to responses provided by such vendors.

Endpoint Detection & Response (EDR)

Service Description:
- EDR solution offers an advanced threat detection, investigation, and response capabilities.
- This offering includes the software licenses for EDR solution and installation and configuration of EDR Solution's settings.
- This offering provides detection of attacks across diverse modes of attack, including malware, exploits, and live/insider attacks, and rapid elimination of threats with fully automated, policy-driven response capabilities, and complete visibility into the endpoint environment with full-context, real-time forensics.
- Monitoring of EDR software and functionality is provided during TheCompuLab's regular business hours.
- EDR solution is capable of remediation 24x7. If the EDR solution can't auto remediate a threat, TheCompuLab will attempt to resolve the threat during regular business hours.
- TheCompuLab will alert client, at its discretion, when it believes an incident requires further investigation.
- If onsite or remote remediation is required due to a virus or similar event, separate Regular Support Service rates will apply and be billed accordingly.

Cyber Security Awareness Training

Service Description:
- Software licenses for Cyber Security Awareness Training.
- Add and remove users to the platform.
- Assign training and phishing campaigns to the users.
- Training Campaigns consist of:
    - Fully automated roll out of your training, including scheduled automated reminder emails for all of your end users.
    - The library of templates includes emails in the following categories: Banking, Social Media, IT, Government, Online Services, Current Events, Healthcare, and many more.
- Phishing Platform consists of:
    - Ability to schedule and send an unlimited number of Simulated Phishing Security Tests to your users during the subscription period.
- Phishing Template Customization:

- o Ability to customize any system template as well as include simulated attachments and macros.
- Scheduled Phishing Security Test:
  - o Scheduling of Phishing Security Tests; everything is designed to mimic real world phishing attacks.
- Phishing Reply Tracking
  - o Phishing Reply Tracking allows tracking if a user replies to a simulated phishing email and can also capture the information in the reply for review within the administrative console.

Microsoft Cloud Services (Licensing Management)

- See Microsoft Cloud Services Agreement here: https://thecompulab.com/microsoft-cloud-services-agreement/

StreamlineIT

Service Description:
- This offering includes the software licenses for Streamline IT software and onboarding and training of your IT staff.
- Setup and configuration of a dedicated service board in our hosted ticketing system.
- Setup and configuration of an email connector using "support@yourcompany.com"
- Create reporting dashboards to help internal IT staff visualize and track KPIs and identify recurring issues.
- Create weekly reports if needed.

Patch Management

Service Description:
- Create and manage a systematic way of installing updates and security fixes for Windows operating systems.
- Scan Windows OS servers and workstations for missing updates.
- Install certain missing critical, security or "strongly" recommended patches for supported Windows Operating Systems to machines that are connected online.
- Schedule patch deployment and maintenance on Windows Workstations and laptops.
- Users will be able to postpone the reboot window beyond the scheduled.
- TheCompuLab does not enforce postponed reboot windows. Users are responsible for rebooting their workstations and laptops to fully install patches.
- Schedule patch deployment and maintenance on Windows Servers after hours. Servers may be temporarily unavailable during this timeframe as Servers may be rebooted.
- TheCompuLab may at its discretion hold back or remove patches which may negatively impact performance.
- 3rd party tools will be patched on an on-going and basis for common 3rd party tools like Java, Acrobat, Firefox, Chrome, etc.
- Customer shall keep all the managed equipment and software current with critical patches and updates as such Patches are released generally by the manufacturers of the applicable hardware or software.
- Patches and updates are developed by third party vendors and, on rare occasions, may make the System, or portions of the System, unstable, or cause the managed equipment or software to fail to operate properly even when the Patches are installed correctly.   TheCompuLab cannot and does not warrant that such issues will be avoided, and Client agrees that TheCompuLab shall be held harmless if such occurs.

Microsoft 365 Management

Service Description:
- Microsoft Office 365 portal management.

- Deploy Microsoft 365 industry standard practices and maintain services such as Azure AD, Exchange Online, SharePoint Online, OneDrive, Endpoint manager, MS Teams, and MS Office Apps.
- Management of users, password reset, aliases, email forwards.
- Creation of new users, distribution groups, office 365 groups.
- SharePoint Sites, subsites, and document library creations.
- MS Teams Channel creations and management of groups.
- Azure AD setup and configuration.
- Endpoint manager setup and configuration.
- Licensing management.
- Configure and managing auto-archiving policies.
- Configure and setup Advanced Threat Protection (ATP) *if licenses are available.
- Configure and setup anti-spam, phishing, malware rules.
- Open and manage support tickets with Microsoft.
- Configure, setup and manage Conditional Access Policies (CA Policies) *if licenses are available.
- Multi Factor Authentication Setup and Configuration .

Microsoft 365 Management Limitations
Limited management of other services such as:

- Microsoft Dynamics 365.
- Microsoft Power BI.
- Microsoft Power Apps.
- Microsoft Power Automate.

Google Workspace management

Service Description:
- Google workspace management.
- Deploying Google workspace industry standard practices and maintaining Google Workspace services and apps such as Gmail, Calendar, Drive, Docs, Sheets, Slides and Meet.
- Management of users, password reset, aliases, email forwards.
- Creation of new users and groups.
- Licensing management.
- 2-Step verification Setup and configuration.
- Password security settings.
- Create and manage organizational units.

Procurement Services

Service Description:
- Provide quotes, proposals, and purchase terms from different vendors.
- Stay up to date with industry trends and new products.
- Purchase goods or services that align with the quantity and quality expectations for the organization.
- Evaluate vendors based on organizational needs.
- Track orders and work to ensure that clients expectations are met.
- TheCompuLab works with specific distributors that may not carry certain manufactures or product types.

Privileged Access Management (PAM)

Service Description:
- Software licensing for PAM solution.
- Endpoint privilege management for Windows OS workstations and laptops.
- Create rules to automate privileged access.
- Manage and configure software based on client needs.
- Monitor, configure, and automate UAC settings so that applications run with the selected levels of privilege.
- Manage elevation of anything requiring an elevated Windows credential.

Cloud Print Management

Service Description:
- Software licensing for cloud print management.
- Print from Windows, MAC, Chromebook, iOS and Android.
- No print servers needed.
- Configure and control printers from the cloud.
- Configure and manage print queues and print drivers.

Advanced Access Security (Duo MFA)

Service Description:
- Software licensing for Duo MFA.
- Enhanced MFA experience.
- Provide secure mobile authentication app for quick push notifications.
- Deploy and provision of Duo MFA.
- Self-enrollment management.
- Manage, create, remove users, phones, tokens and available integrations.