



LIST OF SERVICES

Subscription Package Inclusions	Basic Package <i>Onboard and offboard new employees with the devices and applications they need.</i>	Core Package <i>Everything in Basic plus real-time IT support.</i>
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IT Management + Reporting

Single pane of glass visibility into your IT environment.

IT Scorecard to track IT health	The IT Scorecard gives you an overview of the IT health of your organization. To supplement the high-level information about devices, licenses, and security, the scorecard also provides recommended actions to improve your organization's IT posture.	✓	✓
Employee onboarding <i>(Employee onboarding requests available M - F, 9 - 9ET)</i>	With one easy workflow in the Electric platform, Electric delivers the right devices, applications, and access to your new team members.	✓	✓
Employee offboarding <i>(Employee offboarding requests available M - F, 9 - 9ET)</i>	Revoke access and trigger device returns through the Electric offboarding workflow.	✓	✓
Set application preferences	Inventory your applications, assign administrators, and designate approval policies.	✓	✓
View device inventory	Manage your device inventory, assignments, Operating System versions, condition, and storage location.	✓	✓
Report on your IT requests	With the Electric reporting hub, get insight into the types of requests your employees are submitting to the Electric Service Desk, view their status, satisfaction ratings, and request categories.	✓	✓

Device Management

Compatible with Windows and MacOS devices

Secure, control, and enforce policies on devices	Via JamfPRO for Mac and Kaseya for Windows (licenses included)	✓	✓
Purchase, setup (provision) and ship devices	Triggered in an Employee Onboarding workflow, or through a service desk request, Electric will procure and ship devices to your team - set up with the applications, access, and security policies they need to be productive.	✓	✓
Device Provisioning	Ready to set up a new device? Electric ensures that each is set up with the specifications, applications, access, and policies required, using automated software deployed on the device. Core customers have the additional option of a remote session with a helpdesk agent when needed.	Available: Onsite @ HQ OR Through automated software initiated by Electric or Employee	Available: Onsite @ HQ OR Through automated software initiated by Electric or Employee If needed, live session with agent is available
Device deprovisioning	Time to turn in the device? Electric can remove applications, access, or policies in preparation for a device swap or departure.	✓	✓
Device Hardware Troubleshooting	Device running slow? Trouble with your device management configuration? The Electric Service Desk will help you troubleshoot device issues via chat or the Electric User Hub.	☐	✓
Store, and recycle devices in the Electric Hardware Lab	Keep laptops and their chargers stored securely in the Electric Hardware Lab, ready for their next user.	\$ Priced Per Device	\$ Priced Per Device

Security Controls

Deploy and manage device configuration settings and security controls		✓	✓
Firewall configuration	Electric configures your firewall to monitor and block unwanted or unfamiliar traffic that could pose a risk to your business.	✓	✓
Disk encryption	Done-for-you Disk Encryption protects data on a devices startup disk by converting information into unreadable code. Managed with FileVault for Apple device and Bitlocker for Windows.	✓	✓
Operating system updates and upgrades	OS Updates: Updates are deployed and enforced via forced reboot (PC) or via user prompt (Mac) OS Upgrades: On customer request or user initiated	✓	✓
Installation protection	MacOS: Gatekeeper ensures only trusted software is allowed to run, verifies that downloaded applications are from a trusted developer and have not been altered. Windows OS: SmartScreen checks any files or applications downloaded to PCs for potentially malicious content before opening them."		✓
Idle screen timeout	Your employees' devices will time out after a set period of time to prevent data loss if a laptop is left open	✓	✓
Password complexity	Electric will guide your employees to set passwords that are highly secure	✓	✓

Remote access deployment	Electric utilizes software to remotely access a user's device with their consent to provide real-time support and troubleshooting	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Remote lock and unlock devices	Lock or unlock devices with the click of a button to prevent data loss.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Application Management			
Not all applications are made or managed the same. See how we approach application management in our Managed Applications list.			
Install on company devices	Triggered in on/offboarding workflow, applications will be installed on from company devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provisioning + deprovisioning for installed applications	Triggered in on/offboarding workflow, installed applications will be provisioned or deprovisioned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provisioning + deprovisioning for SaaS Applications	Triggered in on/offboarding workflow, web-based SaaS applications will be provisioned or de-provisioned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add/Remove/Change/Updates for Installed Apps	Add, remove, or change role types or permissions.	For onboarding requests only	At any time
Add/Remove/Change for SaaS Apps	Add, remove, or change role types or permissions.	For onboarding requests only	At any time
Service desk support for applications	Need systems administration or troubleshooting for a supported application? The Electric Service Desk will help via chat or the Electric User Hub.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IT Service Desk			
IT support provided by our team of IT technicians is accessible through the Electric User Hub.			
Electric User Hub where your team submits IT requests	A portal for your employees to submit IT support tickets with the flexibility to submit using form-to-email or start a live chat.		
	Support for form tickets is available Monday - Friday 24/5 ET.	Limited to MDM and on/offboarding	All request & support needs
	Support via chat is available Monday - Friday 9am - 6pm ET.		
Service desk support for device hardware	Device trouble? The Electric Service Desk will help you troubleshoot device issues via the Electric User Hub.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service desk support for applications	Need systems administration or troubleshooting for a supported application? The Electric Service Desk will help via the Electric User Hub.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Implementation			
Implementation		\$ One Time Fee	\$ One Time Fee
Get your company set up on Electric with a guided implementation			

Add-On Offerings			
Weekend Support	Weekend Support Hours (10:00am to 7:00pm EST Saturday & Sunday)	\$15 / user / month *28 user minimum	\$15 / user / month *28 user minimum
		Offered through Electric User Hub	Offered through Electric User Hub & Chat

Network & Server Management	Stay ahead of network and server issues, reduce downtime, and keep business running smoothly.	\$ Per Location	\$ Per Location
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Cybersecurity			
Endpoint protection	Anti-malware and antivirus via Malwarebytes EDR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SaaS protection	SaaS app enhanced security monitoring and remediation via Datto SaaS Protection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network protection	Zero Trust Network Access solution via Perimeter 81	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Professional Services Catalog			
The following projects are delivered on a per-project basis for an additional fee. Expert delivery of your IT projects.			

Cyber Security Solutions			
Keep your company secure with the best in class cyber security solutions.			
Email Protection	Email protection solution designed to block advanced phishing, malware and ransomware attacks.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multi-factor Authentication	Configuration of multi-factor authentication within requested platform or application.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Please Note: This is just limited to MFA for Google Workspace or Microsoft 365.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Endpoint Protection & Response	Cross-platform threat prevention and remediation for Windows and Mac.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Networking			
Electric can help build, configure & support your network.			
Firewall Installation & Configuration	Installation and configuration of new firewall into new or existing network infrastructure. As well, we manage migrations/upgrades from existing firewalls.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Switch Installation & Configuration	Installation and configuration of new switch into new or existing network infrastructure. These projects would also include migrations/upgrades from existing switches.	✓	✓
Wireless Access Point Installation & Configuration	Installation and configuration of new wireless access points into new or existing network infrastructure. As well, we manage migrations/upgrades from existing wireless access points.	✓	✓
VPN Configuration	Configuration of new VPN setup whether for software based solution such as Perimeter 81 or within your existing firewall.	✓	✓
UPS/Battery Backup Installation & Configuration	Installation and configuration of a UPS battery backup for networking and server infrastructure devices, ensuring they are on the network and appropriate devices can plug in.	✓	✓
ISP Failover	Configuration of secondary ISP to existing networking infrastructure and ensuring proper failover is setup.	✓	✓
Network Configuration Changes	Configuration changes to existing networking equipment (firewalls, switches, wireless access points). This includes VLAN changes, firewall rules, VPN, SSID's, etc.	✓	✓

Backup & Recovery Solutions
Ensure your data has redundancy in the event of a disaster recovery situation.

On-Premise Server Image Based Backup	Physical backup and recovery solution for both on-premise physical servers and local virtual servers to the cloud. Please Note: this does NOT cover virtual servers in the cloud.	✓	✓
PC and/or Mac Files & Folder Backup	Cross-platform continuous file and folder backup protecting business documents against threats such as human error, hardware failure, ransomware and lost or stolen devices for Windows and Mac.	✓	✓
SaaS Backup (Google & Microsoft Only)	SaaS backup and recovery solution for Google Workspace and/or Microsoft 365. Provides data coverage in the event of an malware attack.	✓	✓

Cloud Services
Electric can implement multiple services as part of your cloud environment.

Email Migration	Migration from current mail platform to Electric supported mail platform (Google Workspace or Microsoft 365).	✓	✓
Data Migration	Migration of data from various source & destinations, including on-premise servers and cloud environments.	✓	✓
Domain Name Change(s)	Update requested MX/SPF/C name changes within Domain Registrar.	✓	✓
Domain Transfer	Transfer of ownership from one Domain Registrar to another.	✓	✓
SAML/SSO Integrations	Configuration of SAML/SSO of an application to a new or existing platform (Okta, JumpCloud, Google Workspace, Microsoft Azure).	✓	✓

Server & Infrastructure
Electric can help build, configure & support your on-prem or cloud server infrastructure.

On-Premise Server: Build or OS Upgrade	Upgrade of operating system or configuration changes, build to existing physical or local virtual server.	✓	☐
On-Premise Server: Hardware Installation	Installation of new physical server, SAN, NAS, etc.	✓	✓
On-Premise Server to Cloud Migration	Migration of on-premise physical or local virtual server to a cloud environment.	✓	✓
Cloud Server: Build or OS Upgrade	Upgrade of operating system or configuration changes, build to existing virtual cloud server. Note: This is specifically for servers that are built in cloud environments such as Azure.	✓	✓
Cloud Server Creation & Configuration	Creation & configuration of cloud server.	✓	✓

Please be advised if a service is not listed in our list of services above it is contractually considered out of Electric's scope of support. Electric reserves the right to refuse servicing out of scope items or charge additional fees to perform out of scope services.