



Planet Tech offers comprehensive IT support and management services to ensure your business can scale effectively. Our monthly fee provides you with a peace of mind knowing that IT fees won't be a surprise. For a small business, hiring an IT staff can be heavy on the expenses and when you outsource, you can benefit from a pooled knowledge of industry experts.

Here is our MSP inclusion list:

1) Backup

- Managed Backup
- Server Backup

2) IT Management & Consulting

- Asset Management
- Documentation Management
- Procurement Assistance
- Technology Business Reviews
- Executive Reporting

3) Licenses

- Office365 License

4) Monitoring and Maintenance

- 24x7x365 Remote Monitoring
- 3rd Party Patch Management
- Network & Infrastructure Management
- Office365 Tenant Management

5) Security and Cybersecurity

- Simulated Phishing
- Identity & Access Management
- Managed Anti-Malware
- Managed Anti-Virus
- Managed Firewall
- Password Management
- Spam Filtering

6) Support Services

- 24x7x365 Support
- Adds / Moves / Changes
- After Hours Support
- Change Management
- Desktop Support
- Guaranteed Service Level Agreement (SLA)
- Incident Management
- Onsite Support (Business Hours)
- Remote Support (Business Hours)
- Server Support
- Vendor Management
- Wi-Fi Management

7) Training

- End User Training
- Security Awareness Training

If you would like to add more into your contract agreement, we will be happy to advise you if it's necessary and share with you the cost for added services – so you can make an informed decision.