

MANAGED IT SERVICES

Marco has provided Managed Services since 2005 and is continually recognized as an elite Managed Service provider. In 2020, Marco was featured on the Clougtango global listing for Enterprise Managed Service Providers.



MANAGED IT DELIVERABLES

Your organization depends on technology every day to keep your business running smoothly. If you're like most small to mid-sized companies, you have a diverse mix of technologies and computer issues to support.

Marco's Managed IT Services are designed to help you manage your day-to-day IT maintenance issues and provide end-user support, so you can focus on managing your business.

All of Marco's Managed IT Services include remote support from our dedicated Managed Services team and on-site support from over 750 factory-trained, certified systems engineers and technical representatives throughout the nation.

Desktop/Server Management

Through remote software tools, Marco provides unlimited technical assistance to your computer users from our location, which gives you faster response time. We can securely access your desktops and servers to help resolve issues. If an issue cannot be resolved over the phone or remotely, a Marco engineer will be on-site to fix the problem as quickly as possible.

Network Management

Through remote software tools, Marco can proactively monitor your network environment to detect and resolve any potential network problems. We provide:

- Network maintenance and monitoring
- Monitoring of attached network devices
- Availability, event log, backup and drive space monitoring
- Monthly status reporting
- Anti-virus software management
- End user security awareness training
- Security, file sharing and user administration
- Network Change monitoring and as-built information for faster troubleshooting and up-to-date network information



Support Desk Assistance

Receive unlimited Support Desk support from technical experts who can resolve computer-related issues. We provide support for any question that relates to your organization's networks, PCs and Microsoft applications (i.e., login authentication, connectivity issues and application support).

Client Business Review (CBR)

Marco's Client Business Review (CBR) is an engagement/event for providing information about your network, desktops, servers, storage backup and disaster recovery systems. We monitor your IT environment to help you efficiently track and manage your network systems and devices.

We will make sure your expectations are met. Utilizing information gathered from our onsite visits with you, we create roadmaps to help you plan for your future business goals. Client Business Reviews are scheduled regularly by your Client Sales Associate and Technology Advisor.

Client Business Review Process

- Recurring Business Reviews
 - Service Metrics
 - User Feedback Review
 - Hardware Lifecycle Management
 - Budgeting & Planning Services

Ticket Closure Feedback

Company Name: LAM | Date: 12/12/2019 - 5/31/2019 | Agreement Name: All | Service Board Group: All

6796 Tickets | 2089 Labor Hours

Tickets Closed by Month:

Month	Tickets
Nov 2019	1007
Oct 2019	788
Sep 2019	746
Aug 2019	719
Jul 2019	741
Jun 2019	1116

Top 25 Contacts by Ticket Count: 777 Unique Contacts

Budgeting & Planning

Contract Number	Contract	Start Date	End Date	Monthly Billing
00075815	Hosted Voice	10/12/2016	10/12/2019	\$1,150
00184085	Managed IT	04/21/2019	04/21/2022	\$18,050

Subscription	Budgetary Quote	Expiration Date
Meraki	\$6,272.75	11/10/2019
SonicWall	\$1,105.00	11/14/2019
VMWare	\$2,967.40	5/21/2020
EMC	\$1,888.10	1/29/2020
Mitel MMV	\$650.00	4/30/2020
Cisco	\$1,569.00	2/23/2020

Technology Road Mapping

A technology roadmap is a timeline that depicts the technology in your environment. The roadmap includes technology that may be scheduled for end-of-life and highlights recommended improvements. Marco collects the data and analyzes the results so that we can help our clients plan for future upgrades and projects. Technology Roadmaps are presented to our Managed IT clients during Client Business Review (CBR) meetings.

Marco Security Risk Assessment

Marco's Basic Security Risk Assessment is designed to assist in identifying certain security risks to your business information. The assessment includes Marco's review of a limited set of security risks in areas aligned with the National Institute of Standards and Technology, Cybersecurity Framework 1.1 April 2018 as described below.

Marco will gather information for the Basic Security Risk Assessment by conducting interviews with your designated personnel. We will provide a summary of its findings in a report that identifies its primary concerns, the potential business impact of those concerns, and its remediation recommendation(s).

To develop recommendations, the following risk areas will be considered:

- Identify:** Are you identifying and controlling who has access to your business information?
- Protect:** Are you protecting the confidentiality, integrity and availability of your business information?
- Detect:** Are you able to detect risks to your business information?

4. **Respond:** Are you able to respond to a disaster or an information security incident?
5. **Recover:** Are you prepared to recover from a disaster or an information security incident?

Enhanced End-User Security Training with Phishing Campaigns

Marco utilizes KnowBe4 Security Awareness training to help reduce the chance of phishing and ransomware attacks to your organization. This training contains an extensive library of engaging security awareness training content including interactive modules, videos, games, posters and newsletters. With this tool, you can find out where your users are in both security knowledge and security culture to help establish baseline security metrics and a security-aware culture.

Telecom Carrier Consulting – Added Service

Marco's telecom carrier specialists team helps ensure organizations have the proper carrier voice, Internet and data services needed based on your technology and goals. We know the carrier network offerings and advise you on the best options to meet your short and long-term goals. Our multiple carrier agent relationships help confirm we "optimize" your diverse carrier needs.

Dynamic Network Review

- Remote proactive maintenance and health check of your environment
- Remote video consultation with a dedicated resource to review the collected data

Support Desk and Remote Support

- 24x7x365 monitoring of system alerts
- Support Desk support is available Monday - Friday, 8:00 a.m. to 5:00 p.m., excluding Marco's published holidays* (24x7x365 optional)
- Microsoft Office
- Microsoft OS
- Network Connectivity
- Secure remote system control
- Third party software (requires active support contract)

On-site Support and Maintenance

- On-site support is available Monday - Friday, 8:00 a.m. to 5:00 p.m. (CST), excluding Marco's published holidays* (for issues that can't be resolved remotely through Marco's Support Desk)
- Advanced Automated Documentation
- Network Configuration Repository and Change Control

Server Equipment Maintenance and Monitoring

- Asset summary
- Drive space monitoring
- Event log monitoring
- Hardware performance
- Up-time reporting
- Perch security monitoring and management
- Security Operations Center (SOC) threat detection and monitoring

Security/Updates

- Anti-virus software management/definition updates



- Automated Microsoft patch management
 - MS Office updates
 - OS Critical updates
 - OS Security updates
 - Content filtering solution
 - Security administration
 - Spam filtering solution
 - User administration
 - Windows file sharing administration
- Third-Party horizontal application patching
 - Adobe
 - Java
 - Chrome
 - etc.
- Enhanced end-user security training with phishing campaigns
- Marco Security Risk Assessment
- Multifactor Authentication
 - One tap authentication
 - No codes to enter
 - Single sign-on protects both on-premise and cloud applications
- Email encryption
 - Secures the content of emails from anyone outside of the conversation
 - Extremely secure (256 Bit Encryption)
 - Secures data-in-motion and data-at-rest
 - Includes Data Loss Prevention (automatic encryption)
 - Granular encryption policies
 - Keyword, sender, recipient or domain based
 - Secure replies
- Spearphishing protection
 - Secures users against targeted attacks that bypass email gateways
 - Application Intelligence based threat detection
- Email backup and archiving
 - Microsoft Office 365 email backup
 - Enhanced search functionality
 - Electronic Discovery (eDiscovery)
 - Industry standards compliance
 - Automated storage and backup
- Endpoint detection and response
 - Records activities and events on endpoints
 - Provides security teams with visibility to uncover otherwise 'invisible' incidents
 - Detects activity that antivirus solutions miss
- Security SOC and Threat Intelligence
- Security Information and Event Management (SIEM)
 - Network activity data is collected from critical network points (endpoints, firewalls, and intrusion detection systems)
 - Collected data is forwarded to a central event tracking console
 - Event logs, warnings and alarms are reviewed to defend against cyber attacks
 - A SIEM solution unifies information from a variety of systems so that it can be analyzed and cross-referenced in a single interface.

- Implementation of the NIST standards

Additional Services Available

- Backup and Disaster Recovery
- Facilities Management Services
- Cloud Services
- Managed Print
- Managed Video Conferencing
- Managed Voice
- Telecom Carrier Services Consulting
- Marco Technology Assessment (MTA)

Marco Technology Assessment (Optional)

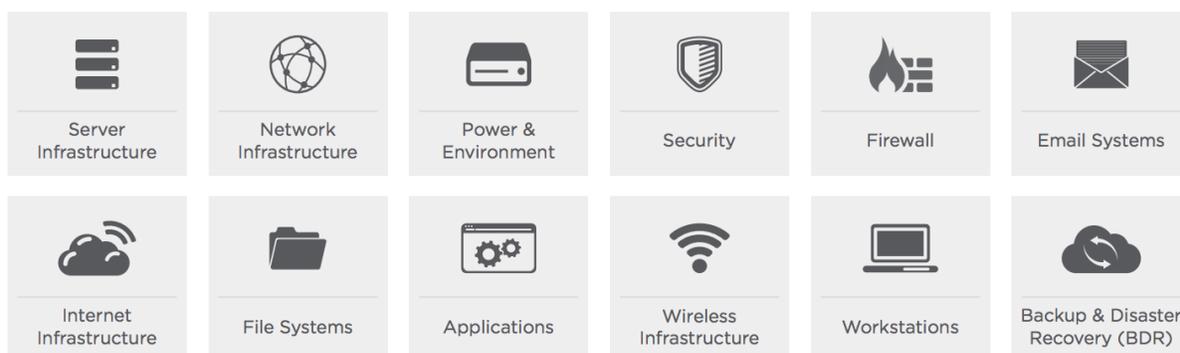
Businesses interested in any of the following stand to benefit from a technology assessment:

- Mitigating risk
- Meeting compliance standards
- Optimizing their technology
- Aligning with industry best practices
- Solving security issues

Marco’s Technology Assessment gives businesses a clear picture of the current state of their business technology. Many of today’s businesses don’t have a solid understanding of whether or not their infrastructure is helping or hurting their business — Marco’s Technology Assessment changes that.

On-site Audit

The assessment begins by gathering a baseline understanding of your organization’s technology. This is the portion where things get a bit technical, but basically, by using software and an on-site technician, we gather information on your current environment. This information is used to assess your business technology and identify any knowable risks. To keep things easy to understand, we group the findings into twelve key areas:



Clear Findings and Actionable Recommendations

As data and information pertaining to each of those 12 areas is analyzed, we determine how each area is currently impacting your organization. Each area receives one of three scores:

1. High risk
2. Moderate risk
3. Up to industry best practices

During a post-assessment presentation, we cover the scores for all twelve areas. For areas that were identified as a moderate or high risk, we share the concerns that led us to that conclusion. Additionally, we explain how the concerns in each area impact your organization and share our recommendations for how to bring each area up to meet best practices.

At the very least, an assessment will give businesses peace of mind that their technology is up to industry best practices. At best, it will uncover exactly which areas within their infrastructure pose the greatest risk and what steps they can take to eliminate those risks.

SERVICE

To contact Marco's Support Desk, you can email requests to mit@marconet.com, use our online service request process through our **client support web portal** at <https://www.marconet.com/support/support-login> or call 800.847.3097.

SERVICE HOURS

- **Support Desk** is available Monday - Friday, 7:00 a.m. to 5:00 p.m. (CST), excluding Marco's published holidays*. As an option, 24x7x365 support is also available for an additional cost.
- **On-site Support** is available Monday - Friday, 8:00 a.m. to 5:00 p.m. (CST), excluding Marco's published holidays* (for issues that can't be resolved remotely through Marco's Support Desk).

*Marco's published holidays include: New Year's Day, Good Friday (close at 12:00 p.m.), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve (close at 3:00 p.m.).

RESPONSE TIME

We currently have a 95% live call answer average for support calls. We receive over 15,000 phone calls/month through our Support Desk.



Service Policy/Preventative Maintenance

As part of our Support Desk, the Rapid Resolution Team answers your call "live" to help determine the urgency and severity of your request. The Rapid Resolution Team will also work to resolve standard requests and will provide a warm call hand off to your dedicated care team for all other service repairs or in-depth requests. In the rare case that remote support is not enough, an engineering technician will be sent on-site.

When a technician is dispatched on-site, they are trained to complete the service call, including any preventative maintenance not isolated to the service in question.

ESCALATION PROCESS

Marco's Managed IT ticket escalation process is:

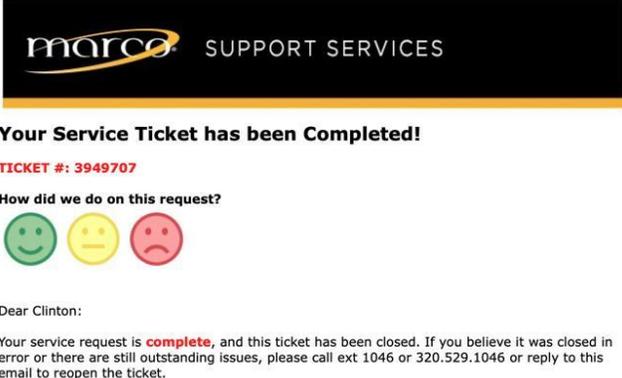
1. Rapid Resolution Team
2. Color Care Team
 - Tier 1
 - Tier 2
3. Team Supervisor
4. Advanced Security Team/Advanced Network Team
5. Field Tech Services Team

On rare occasions, circumstances arise where our normal service procedures may not provide the response you request. In these rare circumstances, we provide you direct contact to Marco leadership.

For additional details, please see Managed IT Service Level Targets in the service request flyer.

SERVICE CALL SURVEY

Feedback is very important to Marco and the information received from our customers is used to resolve any issues, make improvements and enhance our support services. After each service ticket is closed, a follow-up survey is emailed to the end user. Marco's CARE Team supervisor reviews the survey results and contacts customers who provided a neutral or negative response. Marco's Managed IT service call survey has a positive average rating of 91.9%.



marco SUPPORT SERVICES

Your Service Ticket has been Completed!

TICKET #: 3949707

How did we do on this request?

😊 😐 😞

Dear Clinton:

Your service request is **complete**, and this ticket has been closed. If you believe it was closed in error or there are still outstanding issues, please call ext 1046 or 320.529.1046 or reply to this email to reopen the ticket.

SECURITY/MONITORING

Regular Reporting on System Health

Marco utilizes remote software tools to proactively monitor your network environment and immediately detect, as well as resolve, any potential network problems.

As part of Marco's Managed Services, we provide the following:

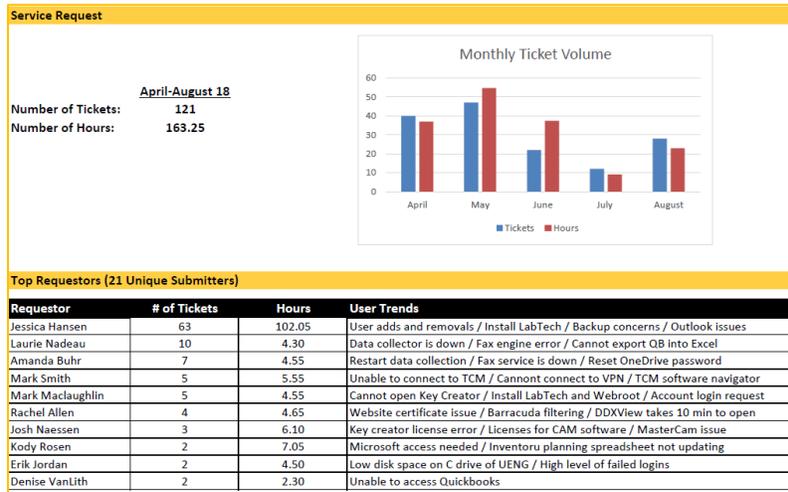
- Network maintenance and monitoring
- Monitoring of attached network devices
- Availability, event log, backup and drive space monitoring
- Monthly status reporting
- Anti-virus software management
- Security, file sharing and user administration

System health metrics are included as part of the regularly scheduled Client Business Review (CBR). In addition, you may also view service ticket history through our online client web portal: <https://www.marconet.com/support/support-login> or by contacting our Support Desk at 800.847.3097 for report inquiries.

The following are example reports and service level agreements Marco provides as part of our Managed IT Solution:

Marco IT Service Summary Report

Allows Marco to evaluate call in, issues and common trouble areas.



Service Level Targets/Service Ticket Report

Shows the number of tickets in each category.

