

## Managed IT and Security Services

### Tier 2

24/7/365 Monitoring  
24/7 Helpdesk  
Remote Desktop Management  
MS 365 Administration  
365 Backup  
Email Filtering  
Website Filtering  
.5 helpdesk hours/user/month

### Defend

RIT SIEM Level 1



Falcon Prevent  
Falcon Insight  
Threat Graph (7/15/30)

### Tier 3

Tier 2 PLUS:  
24/7/365 Monitoring Response & Remediation  
Device Backup  
Cybersecurity Awareness Training  
1 total helpdesk hour/user/month

### Defend + Threat Hunting

RIT SIEM Level 2



Falcon Prevent  
Falcon Insight  
Falcon Overwatch  
Threat Graph (7/15/30)

Actual Endpoints will be billed. MSP/MSSP Services will be provided in compliance with NIST 800-171