

Tech Impact Managed Services

Managed IT services from Tech Impact is a comprehensive solution for all of your organization's IT needs. Our Managed IT Support service provides full proactive support including patch management, monitoring, antivirus, and scanning which is completed in the background. All users have unlimited access to our Help Desk during business hours. Our technicians are all full-time employees of Tech Impact and have years of experience serving nonprofit staff. We work with users directly to resolve issues by phone and using a remote connection tool.

From urgent help desk support to long-term technology planning, our services provide the support you need to keep your systems running so that you can stay focused on your mission.

MANAGED IT SUPPORT SERVICES

Managed IT Support includes the following services. Services to P2L Pathways to Leadership are detailed in the included quote for quantities of workstations, servers, network locations, and add-on services.

- **Help Desk Support** - Unlimited Help Desk support for all users with access to our dedicated support team utilizing industry best practice processes and procedures.
- **Patch Management & Preventative Maintenance** – Provide management of critical security and system patches to all workstations, servers, and systems on the network to ensure IT systems and resources are properly managed and maintained.
- **Server Management (physical and virtual)** - Tech Impact will remotely log in to each of your servers once a month and perform proactive maintenance. This includes disk defragmentation, manual update installation, event log review, and more.
- **Change Requests** - Tech Impact will make changes to workstations and servers at your request including adding new users, creating new shares, installing software, configuring new group policies, printer configurations and more.
- **Antivirus & Antispyware Protection** - Defend against security threats including phishing, malware, and viruses.
- **Asset Inventory Management** – Maintain a hardware and asset inventory that includes desktops, laptops, and servers and assist with lifecycle management to ensure systems are always current.
- **Desktop Software Standardization and Software Licensing** – Standardize management of workstations to ensure that staff are using current products as well as current OS and browser versions.
- **Networking Support** - Per location proactive monitoring and support for network printers, wireless access points, switches, routers, and modems including monitoring for security levels.
- **Remote Backup** – Execute a backup plan for the critical servers, including a regularly-tested recovery process. *Online data storage costs calculated based on usage and billed separately.*
- **Email System Management** - Management and administration of email system for all users. Support for Microsoft 365, Google Workspace or IMAP system including user management, mailbox support, file permission administration.
- **Onboarding and Offboarding Staff** – Develop a process and procedure to onboard or offboard team members in a timely and efficient manner.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – Assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.

Supported Systems and Devices

Operating Systems

- Windows Pro - Tech Impact fully manages all aspects of the operating system, control access to the device and provide updated security and authentication policies through Microsoft 365 AzureAD or Server-based Active Directory. Tech Impact will not support operating system versions that are no longer supported by Microsoft.
- Windows Home -Tech Impact will not provide support for Home version. Home does not include security and authentication policy capabilities which increases the risk of cyber breach or data leakage. Any workstation that currently runs Home operating system must upgraded to Pro version for support (please note that upgrade from Home to Pro requires software purchase and billable project). Tech Impact will not support operating system versions that are no longer supported by Microsoft.
- Mac OSX - Tech Impact has limited ability to support Mac OS with our management tools. We provide limited inventory asset reports. Patches and updates must be completed by the user manually. Our Help Desk can support user issues such as password reset, connectivity to network, however hardware and operating system issues must be addressed through AppleCare or Apple certified service. Tech Impact is not an authorized Apple service provider. Tech Impact will support the latest 3 versions of Mac operating system.
- Windows Server - Tech Impact will support all current versions of Windows Server operating system whether installed on physical or virtual machines. Tech Impact will not support of operating system versions that are no longer supported by Microsoft.
- Linux - Tech Impact does not support Linux operating system.

Devices and Networks

- Personal Devices (BYOD) - Tech Impact can only support computers owned by the organization. Personal devices cannot be supported.
- Mobile Devices - Tech Impact provides limited support to configure specific apps for productivity and Multi-factor Authentication including Microsoft 365 and Authenticator. No support for physical devices and/or cellular or WIFI connectivity is provided.
- Office Networks - Tech Impact will manage firewall, router, switch and wireless access points described above. Your Technology Advisor will regularly make recommendations for upgrades/replacements as devices become obsolete.
- Home Networks - Tech Impact will not manage home network devices or connectivity.

Technology Advisor

A Technology Advisor will meet with you regularly to review your existing technology, ensure that issues are resolved properly and in a timely fashion, and also plan for future technology use. Your Technology Advisor is available at any time for assistance with general advice, staffing changes, upgrades, or other ad-hoc projects. Your Technology Advisor will assist with quote preparation and provide advice on hardware and software options.

Monthly Meetings

- Ensure service levels are met and users are fully supported.
- Review of maintenance reports, help desk usage reports, and inventory.
- Discuss technology upgrades, staffing changes, and programmatic changes that may require changes to the organization's technology.
- Review of hardware and warranty status (quarterly).

Annual Meetings

- Technology assessment and recommendations to help prepare budgets and project plans for technology improvements across the organization.
- Security review to assess risks and recommend mitigation steps that ensure protection from the latest threats.

EDUCATION AND TRAINING

Tech Impact provides regular technology information and updates through electronic newsletters, blog posts, whitepapers, and webinars. Your staff is invited to attend webinars and web-based training sessions to help improve user adoption and productivity of new technologies. [Technology Learning Center \(techimpact.org\)](https://techimpact.org)

Service Request Projects

Upgrade and Replacement Assistance

Our support service includes support of existing workstations, servers, networks, and users. Requests for new computer setup, network devices, or major projects will require a separate scope of work with associated costs. Contact your Account Manager to assist with hardware, software, and setup quotes to help keep your computing environment performing at the highest level. This includes and is not limited to:

- **New Workstations** – basic configuration of the operating system, updates, installing appropriate productivity software, configuring network and printer settings. Our technician can also migrate user profiles and data from the old workstation.
- **Upgrade Operating Systems and/or Applications** – complete upgrade of computer software (ie, Office 2019 to Microsoft 365 Desktop App subscription), major software upgrades that require significant server changes or software installation on multiple desktop machines.
- **Server Decommission/ Microsoft 365 Authentication** – move user and workstation authentication to Microsoft 365 and decommission the on-premise domain controller server.
- **Install network devices** – configure network devices including routers/firewalls, switches, and wireless access points.

Optional Services

Tech Impact offers additional services that can be added to the Managed IT Support service. These services must be listed in the attached Quote to be effective. Please review the Quote to verify that the service is included at the level required. Services can be added at a later time by contacting your Account Manager.

Backup services

Server Backup - using Cloudberry online backup services. Backup agent is installed on each device and configured to provide ability to recover data based on your retention requirements. Online backup fees are billed monthly based on usage.

Cloud Backup - using Spanning online backup services, your Microsoft 365 or G-Suite will be backed up to provide ability to restore email or files. This service is offered on a monthly subscription per user.

Security Monitoring

Tech Impact works with your organization over time to monitor and improve your information security. Depending on the level of service you have elected to use Tech Impact will also be available on-demand to assist with incident response. The level of engagement that is right for your organization depends on the capacity and capability of your leadership and technical teams.

Service	Basic	Advanced	Compliance
Monthly Cost	\$100 (plus KnowBe4 license \$2/user/ month)	\$400 (plus KnowBe4 license \$2/user/ month)	\$800 (plus KnowBe4 license \$2/user/ month)
Network Penetration Test	Annual	Quarterly	Quarterly
SecCheck Assessment	Annual	Annual	Annual
Website Risk Analysis	Annual	Quarterly	Quarterly
System Administrator Review	Annual	Quarterly	Quarterly
Patch Report	Quarterly	Quarterly	Quarterly
Policy Review	Annual	Annual	Annual
Disaster Plan Review	Annual	Annual	Annual
KnowBe4 Phishing Campaign	Quarterly	Quarterly	Quarterly
Data Inventory & Classification	NA	NA	Bi-Annual
Monthly Meeting	NA	Monthly	Monthly
Incident Response	NA	NA	Ongoing

Cyber security awareness with knowbe4

Tech Impact has partnered with KnowBe4 (www.knowbe4.com) to offer discounted Diamond level licensing and expert setup and training services to nonprofits. KnowBe4 Diamond licensing allows your organization to test and train users to avoid security threats that are targeted at users. User actions account for almost 80% of all security breaches in nonprofit organizations. This system is the best way to reduce the security gap.

Advanced Microsoft 365/Google Productivity Support

Basic management of licenses and user accounts and mailbox support is included with Managed IT Support services. For organizations that also use Microsoft 365 SharePoint and Teams or Google Drive for file sharing and collaboration, Tech Impact provides additional support, tools, information, and training that will foster successful use of the platforms.

Tech Impact offers 3 levels of support. Features are outlined in the table below.

Tier	Productivity Support	Productivity Support with Training	Dedicated Support
Monthly Price	\$75	\$125	\$350
Issue Resolution: Individual permissions, navigation updates, lost files	Up to 3 tickets per quarter	Up to 3 tickets per quarter	Up to 3 tickets per month
Creation of single new SharePoint Site/Google Shared Drive/Microsoft Team	Up to 2 requests per quarter	Up to 2 requests per quarter	Up to 3 requests per month
System Review: Review M365 or Google tenant and create a plan for any updates/changes	Annual with Account Manager	Annual with Account Manager	Annual with Application Specialist
Access to SharePoint or Teams User Groups if using M365	Monthly	Monthly	Monthly
Access to On-Demand training for end-users and admins	N/A	Unlimited access to Tech Impact LMS	Unlimited access to Tech Impact LMS
Live standard training or Q&A in related applications	N/A	Up to 3 per year	Scheduled within monthly hours
Dedicated time with a Application Specialist to develop additional functionality, deliver custom training, create 3rd party integrations	N/A	N/A	Up to 3 hours per month

- Tech Impact will work with a single point of contact (usually the technical contact or data administrator) to provide this service. End user support is not included.
- Tickets and requests will be submitted via email. The support team will respond within 1 business day.
- Issue resolution does not include overhauling organization permissions.
- Lost file recovery is dependent on retention policy configuration.
- For additional support or tickets which require more advanced troubleshooting or involving Microsoft/Google a project will be scoped and presented.

ADVANCED-DATA SYSTEM SUPPORT (HOURLY RETAINER MODEL) DETAILS

We provide management and support for commonly used systems such as Microsoft 365, Salesforce, DonorPerfect, Little Green Light, Neon, Credible, and many more. Our Data Specialists are experts in data analytics, dashboarding, integrations, training, architecture, migration, and systems selection.

You will meet with our Data Specialists monthly to discuss your data needs, user requests, and any plans for changes. In these meetings, we will also provide you with information relevant to your use of the system such as the latest industry news, new integrations, and training available.