



Business Process Optimization  
for Growing Companies

May 28, 2020

## EXECUTIVE SUMMARY FOR

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**Town of Munster**

## PROJECT

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**Managed IT Renewal Options**

## PREPARED BY

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## IMPACT MIT COMPLETECARE™ SOLUTION – TRUE UP

MIT Services	Notes
Impact CompleteCare™	<ul style="list-style-type: none"> <li>• Network Operations Center (NOC), specialized HelpDesks, dedicated engineers &amp; vCIO</li> <li>• 24x7 monitoring, alerting &amp; remediation</li> <li>• Preventative Maintenance A/V and A/M protection</li> <li>• Backup &amp; Disaster Recovery services</li> <li>• Day-forward resolution, ongoing onsite support</li> <li>• 'Nuts &amp; bolts IT' including documentation &amp; best practices</li> </ul>

Added Supported Devices	
<p>True-Up:</p> <p>Since the start of the contract in 2017 these devices have been added to support at no extra charge. This corrects the agreement to reflect the actual amount of devices and users supported.</p>	<ul style="list-style-type: none"> <li>+ 1 Servers</li> <li>+ 4 Virtual Servers</li> <li>+ 28 Windows computers</li> <li>+ 9 WAPS</li> <li>+ 1 NAS</li> <li>+ 1 SAN</li> <li>+ 35 Mobile devices</li> <li>+ 26 Users</li> </ul>

IT Monthly Investment	
Current IT Spend:	<b>\$17,115.08</b>
True-Up agreement:	<b>\$20,638.58</b>

\*Current agreement ends in October 2020

## IMPACT MIT COMPLETECARE™ SOLUTION – RENEWAL

MIT Services	Notes
Impact CompleteCare™	<ul style="list-style-type: none"> <li>• Network Operations Center (NOC), specialized HelpDesks, dedicated engineers &amp; vCIO</li> <li>• 24x7 monitoring, alerting &amp; remediation</li> <li>• Preventative Maintenance A/V and A/M protection</li> <li>• Backup &amp; Disaster Recovery services</li> <li>• Day-forward resolution, ongoing onsite support</li> <li>• 'Nuts &amp; bolts IT' including documentation &amp; best practices</li> </ul>

Security Enhancements	
SentinelOne:	Advanced Next Gen Antivirus
Proofpoint:	Spam filtering email protection

Added Supported Devices	
<p>True-Up:</p> <p>Since the start of the contract in 2017 these devices have been added to support at no extra charge. This corrects the agreement to reflect the actual amount of devices and users supported.</p>	<ul style="list-style-type: none"> <li>+ 1 Servers</li> <li>+ 4 Virtual Servers</li> <li>+ 28 Windows computers</li> <li>+ 9 WAPS</li> <li>+ 1 NAS</li> <li>+ 1 SAN</li> <li>+ 35 Mobile devices</li> <li>+ 26 Users</li> </ul>

IT Monthly Investment	
Current IT Spend:	<b>\$17,115.08</b>
Renewed 60-month agreement:	<b>\$13,172.65</b>

*\*Current agreement ends in October 2020*

*\*This option does NOT include a 90-day deferral*

## IMPACT MIT COMPLETECARE™ SOLUTION – RENEWAL

MIT Services	Notes
Impact CompleteCare™	<ul style="list-style-type: none"> <li>• Network Operations Center (NOC), specialized HelpDesks, dedicated engineers &amp; vCIO</li> <li>• 24x7 monitoring, alerting &amp; remediation</li> <li>• Preventative Maintenance A/V and A/M protection</li> <li>• Backup &amp; Disaster Recovery services</li> <li>• Day-forward resolution, ongoing onsite support</li> <li>• 'Nuts &amp; bolts IT' including documentation &amp; best practices</li> </ul>

Security Enhancements	
SentinelOne:	Advanced Next Gen Antivirus
Proofpoint:	Spam filtering email protection

Added Supported Devices	
<p>True-Up:</p> <p>Since the start of the contract in 2017 these devices have been added to support at no extra charge. This corrects the agreement to reflect the actual amount of devices and users supported.</p>	<ul style="list-style-type: none"> <li>+ 1 Servers</li> <li>+ 4 Virtual Servers</li> <li>+ 28 Windows computers</li> <li>+ 9 WAPS</li> <li>+ 1 NAS</li> <li>+ 1 SAN</li> <li>+ 35 Mobile devices</li> <li>+ 26 Users</li> </ul>

IT Monthly Investment	
Current IT Spend:	<b>\$17,115.08</b>
Renewed 36-month agreement:	<b>\$15,888.81</b>

*\*Current agreement ends in October 2020*

*\*This option does NOT include a 90-day deferral*

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## CONTACT INFORMATION

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