



Phone (800) 362-4333
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E-mail info@rhymebiz.com
www.rhymebiz.com

Managed IT Overview:

User Support

- ✓ Unlimited Helpdesk Monday – Friday 7:00 am – 7:00 pm
- ✓ Ticketing System
- ✓ Remote Desktop Sharing
- ✓ Escalated Onsite Services included

Proactive Support

- ✓ 24x7x365 Network Monitoring
- ✓ Server Monitoring and Alerting
- ✓ Patch Management
- ✓ Disk Clean Ups
- ✓ Automated Ticket Generation & Escalation

Professional Services

- ✓ Technology Consulting
- ✓ Technology Solution Engineering
- ✓ Project Management
- ✓ Quarterly Business Review
- ✓ Budgeting and Planning Assistance
- ✓ Rental Equipment

Vendor Management

- ✓ Manage Technology Relationships
- ✓ Single Point-Of-Contact for Vendor Issues

Security Management

- ✓ SentinelOne EDR
- ✓ SPAM Protection
- ✓ Intrusion Preventing and Detection
- ✓ Content Filtering & Reporting
- ✓ Secure VPN for remote users
- ✓ Email Filtering, Continuity, Archiving

Backup & Disaster Recovery

- ✓ Fully Automated, no risk for human error
- ✓ Fully Managed and Monitored for failures
- ✓ Verified and Tested
- ✓ Replicated and Stored Offsite
- ✓ Quick Recovery through Virtualization
- ✓ Secure, Compliant and Physically Protected



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Budgetary Estimate based on 15 users with a server environment. These services would mirror the services on the City's master agreement. They would also include renting two Meraki Firewalls (1 for Wastewater and 1 for the main Utilities office)

\$2,700.00 per month