MST1	MST2	MST3	MST4
Server Monitoring	Server Monitoring	Server Monitoring	Server Monitoring
Server Management	Server Management	Server Management	Server Management
Server Patch Management	Server Patch Management	Server Patch Management	Server Patch Management
System Administration	System Administration	System Administration	System Administration
Back Office Application	Back Office Application Support	Back Office Application Support	Back Office Application Support
Support	Backup Device/Service Support	Backup Device/Service Support	Backup Device/Service Support
Backup Device/Service Support	Daily Core Services Checks	Daily Core Services Checks	Daily Core Services Checks
Daily Core Services Checks	Network LAN Support	Network LAN Support	Network LAN Support
Network LAN Support	Network WAN Support	Network WAN Support	Network WAN Support
Network WAN Support	Desktop Device Support (Desktop PC/Laptop/SmartPhone) Reporting	Desktop Device Support (Desktop PC/Laptop/SmartPhone) Reporting	Desktop Device Support (Desktop PC/Laptop/SmartPhone) Reporting
Desktop Device Support	Service Reviews	Service Reviews	Service Reviews
(Desktop PC/Laptop/	Unlimted Remote Support Fault Incidents	Unlimted Remote Support Fault Incidents	Unlimted Remote Support Fault Incidents
SmartPhone) Reporting	Unlimited On-Site Support Fault Incidents	Unlimited On-Site Support Fault Incidents	Unlimited On-Site Support Fault Incidents
Service Reviews	Device Warranty Management	Device Warranty Management	Device Warranty Management
Unlimted Remote Support	Standard Working Hours	Standard Working Hours	Standard Working Hours
Fault Incidents	Infrastructure Documentation	Infrastructure Documentation	Infrastructure Documentation
Unlimited On-Site Support	Device Monitoring (Essential)- Desktop PC/Laptop Device Tool (System Tray)	Device Monitoring (Full)- Desktop PC/Laptop	Device Monitoring (Full)- Desktop PC/Laptop
Fault Incidents	Device Asset Schedule (Fixed Device)	Device Tool (System Tray)	Device Tool (System Tray)
Device Warranty Management	Managed Security- Anti-Virus Subscription (Desktop & Server)	Device Asset Schedule (Fixed Device)	Device Asset Schedule (Fixed Device)
Standard Working Hours	Extended Working Hours	Managed Security Suite- Anti-Virus Subscription (Desktop & Server) Anti-Phishing Content Filter	Managed Security Suite- Anti-Virus Subscription (Desktop & Server) Anti-Phishing Content Filter
Infrastructure Documentation		Extended Working Hours	Extended Working Hours
		Device Maintenance- Desktop PC/Laptop Device Patch Management- Desktop PC/Laptop Application Control	Device Maintenance- Desktop PC/Laptop Device Patch Management- Desktop PC/Laptop Application Control
		Advanced Password Control	Advanced Password Control
		Firewall & Security Suite	Hosted Email
			Hosted Email Backup
			Data Backup & Disaster Recovery
			Firewall & Security Suite