

Outsourced IT Services:

What's Included In Each Service



Services	Basic IT	Advanced Security	Cyber Liability Guard
Remote Network Monitoring & Alerting 24 x 7 x 365	✓	✓	✓
OS Patching (Weekly Workstations/ Server Monthly)	✓	✓	✓
Proactive Management & Maintenance	Endpoint protection (SentinelOne Standard Antivirus only, without SOC)	Includes SOC SentinelOne, advanced monitoring, Firewall/ Network switch firmware updates	✓
Hardware/Software Inventory Tracking	✓	✓	✓
Basic Network Documentation	✓	✓	✓
Performance & Monitoring Monthly Reports	✓	✓	✓
Annual Onsite Status Review Meeting	✓	✓	✓
Helpdesk Email User		✓	✓
Quarterly Strategic Review Meetings		✓	✓
Onsite Support Visits		Remote and Onsite Capped at # Hours	Next Business Day
Advanced Troubleshooting (L2/L3)	✓		✓
Project Services (Migrations, Upgrades)			✓
Vendor Management/Coordination			✓
After-Hours/ Emergency Support			Capped at # Hours
Disaster Recovery & Business Continuity			Advanced Planning & Drills
Proactive Security Monitoring/Response			✓
Strategic IT Consulting			Roadmaps, Budgeting, Compliance
Priority Access to Senior Engineers			✓
Annual Technology Roadmap Session			✓

Need something more,
or just not sure which
service is for you?

We offer a range of optional add-on services that can be combined with any package to create a custom-fit solution. Or give us a call and we'll walk you through all our options, and answer any questions.

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