IT SUPPORT SERVICES

COVER PAGE

Applicant (Name of Individual or Organization)		Employer Identification Number	
EXECUTECH		82-3068834	
Physical Address	City	State	Zip
1624 SANTA CLARA DRIVE	ROSEVILLE	CA	95661
Remittance Address	City	State	Zip
SAME			
Designated Contact Person	Title		
PATRICK SAMULEWSKI	SALES TECHNOLOGY EXECUTIVE		
Phone	E-Mail		
(916) 295-0072	PATRICK.SAMULEWSKI@EXECUTECH.COM		

Approval of Authorized Representative

Authorized Representative (Typed Name)

Kenny Cooper

Signature

Kenny Cooper

Date 07/12/2024

2. References:

In the table below, provide 3 references who can attest to the applicant's knowledge, experience, and capacity to serve as the provider or IT Managed Services.

Reference	Award Information		
Name and Contact Information	Period of Performance	Services Provided Outcomes and Outputs	Total Award
DAN DELEON- WESTECH CELL- 503-991-1590 DAN@WESTECH.NET	2 YEARS OF 3 YEAR CONTRACT	FULLY MANAGED IT SERVICES (HELPDESK, EMAIL, SERVERS, BACKUPS, MULTIPLE LOCATIONS, SWITCHES, AP'S, FIREWALL)	$2125 MONTHLY
KARMEN CLAIRE - ELUM CELL-209-341-0802 KARMEN@ELUMINC.COM	2 YEARS OF 3 YEAR CONTRACT	FULLY MANAGED IT SERVICES (HELPDESK, EMAIL, SERVERS, BACKUPS, SWITCHES, AP'S, FIREWALL)	$2160 MONTHLY
LINDA WILHELMY - ANTON DEV CELL- 916-276-7050 LWILHELMY@ANTONDEV.COM	5 YEARS	FULLY MANAGED IT SERVICES (HELPDESK, EMAIL, SERVERS, BACKUPS, SWITCHES, AP'S, FIREWALL)	$9,587 MONTHLY

Introduction

Executech, LLC is an award-winning, IT services provider headquartered in South Jordan, Utah, with a focus on people. The 'People-First' mentality is a pillar within the Company and is expressed internally and externally. With our valued partners, we've been able to provide efficient and sustainable solutions since 1999 in the IT industry. With services now established in 5 states, Executech is becoming one of the largest and most-respected Managed Service Provider's in the western United States. Our dedicated team of 41 full-time experts are available 24/7/365 to consult with our partners on any of their IT needs.

Differentiators

- Each dedicated technician is trained with a people first approach to service and communicate effectively.
- Hardware/Software specialists. Providing **PROCUREMENT** so partners can receive the best solutions with the lowest cost and highest efficiency.
- A focus on **PROACTIVE** servicing. We mitigate risk and ensure operations are running smoothly for all our partners.
- As experts in the space, we assess your needs and help to set your goals by creating a **STRATEGIC** technology roadmap.
- Work with many industries such as government, health care, construction, finance, real estate, and more.

Recognition:

- Winner CloudTango MSP 100 list of top performing Managed Service Providers
- Winner of the Channel Futures MSP 501 leading Managed Service Providers
- Winner of the CRN MSP 500 top technology providers Elite 150 list
- Winner of eight Inc. 5000 “Fastest Growing Company” awards
- 2017 US SMB Rising Star Southwest Partner of the Year by Microsoft

Certifications:

Microsoft (Gold Partner) – Cloud Platform, Cloud Productivity
Sonicwall
Acronis
Sophos (Largest MSP partnership)
VMWare
Apple
ISV
CompTIA

Core Competencies/Partnerships:

Network Infrastructure
Azure
Strategic Consulting
Cybersecurity
Backups
Disaster Recovery
Office 365
Cloud Migration
After Hours Support
Managed IT Servicing

Team Overview

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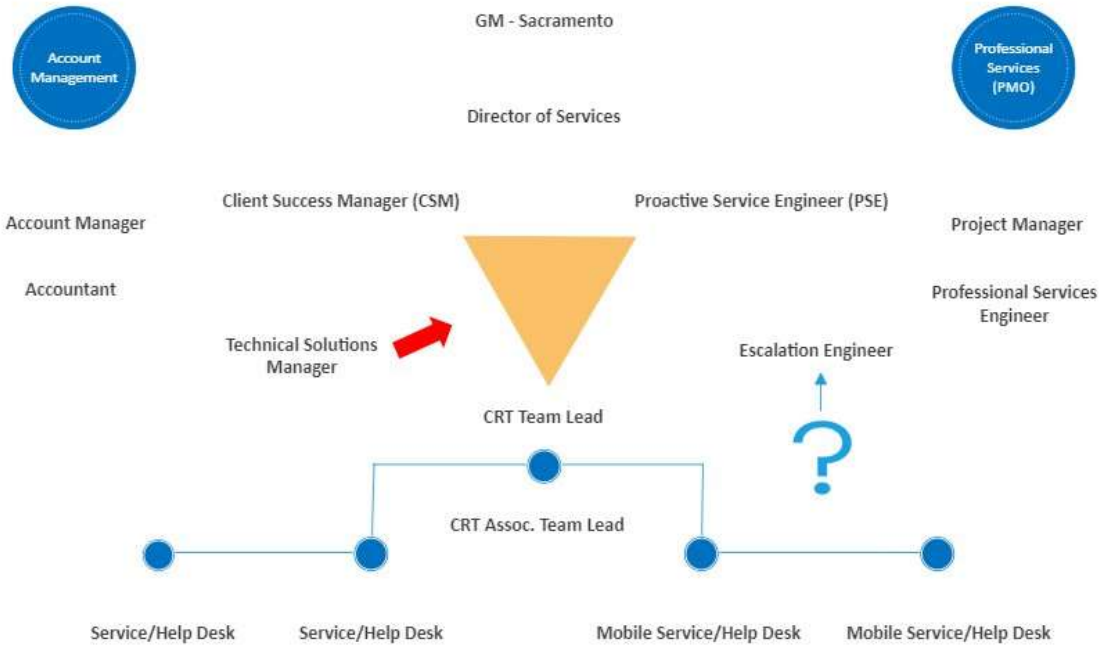
Managed Services Support Team



Professional Services

- Project Manager - Coordinates on-boarding services. Is the main point of contact between the partner and Executech during on-boarding and during any Projects created between Executech and the partner.

- Professional Services Engineer - Acts as implementation consultant for on-boardings. Responsible for gathering information and inputting partner assets into Executech's secure database, IT Glue. Works closely with Executech's internal systems team, to ensure that agents, patching, and AV deployments are accurate.

Account Management

- Sales Account Manager - Works closely with the partner's CSM, PSE, and Team Lead to ensure that hardware, software, security, and infrastructure needs are being met from a sales/service perspective.

- Client Success Manager (CSM) - Oversees the business needs of IT for the partner. Will advise on business strategy, and work with the partner to ensure technology needs are aligned with business goals. Acts as a key point of contact for your IT needs and the contract relationship with Executech after the on-boarding is completed.

- Accountant - Helps ensure that agreement consistencies stay in line with the services that Executech provides. Assists by answering questions about accounting or billing.

- General Manager (AGM/GM) - Identifies internal/external areas for improvement, bridges Executech's operations with the regional goals/objectives, and defines and aligns the regional growth/financial strategies.

Technical Management

- Director of Services - Responsible for the overall Service Delivery for Sacramento. If any issues arise that require escalation, the Director will be informed and able to assist, if necessary.
- Technical Solutions Manager - A shared resource responsible for identifying and deploying Executech's internal standards and external solutions.
- Team Lead - Responsible for the overall performance of a specific service delivery team. Manages the team's resources and makes recommendations to the Client Success Manager to align your business technology with industry standards.
- Proactive Service Engineer (PSE) - Responsible for becoming familiar with your network, creating documentation, and assessing any risks involved related to IT Issues. PSEs will be the team members that you will connect with you to confirm the network topology and that the associated maintenance items are current.
- Service/Help Desk - Primary contact for reactive issues, workstation, server, and infrastructure issues. For example, if a laptop is not functioning correctly, the Service/Help Desk normally assists initially once a ticket is created.
- Mobile Service/Help Desk - Primary on-site service techs for workstation, server, and infrastructure issues. If any of your IT needs require on-site assistance, Mobile Service/Help Desk will be the responders.
- Escalation Engineer (EE) - Responsible for providing tier 3 support for reactive incidents. Partners may interact with EEs if a service request requires escalation to a higher tier resource.

How Managed Services are provided

Executech's managed services exist so your operations can continue to run smoothly. By using remote monitoring tools, the support team can quickly and efficiently resolve issues that can affect your end-users, business applications, or network. Our team also provides onsite assistance for situations which require more hands-on support. Our support team creates synergy by combining our account, technical, and project teams and resources to assist with resolving client issues and problems.

- The service desk is made up of our technical team and works off a ticket system called ConnectWise Manage. There are (3) three ways to generate tickets for service desk by calling, emailing, or creating a ticket through the ticketing portal. Once a ticket is created the support team will work within the appropriate service level agreements (SLA) to remedy the issue. In the event that the service desk team is unable to resolve the issue, they will follow the ticket escalation process which begins by escalating the questioned ticket to another level to the Team Lead for more visibility from the management level. If there is still no solution identified after the Team Lead's attempts, the ticket will escalate to another level to the Escalation Engineers who may work with other senior engineers within the company to find a solution to the issue. If there is a ticket created for the purchasing of hardware or software, the support team will engage with the CSM, who will work with the POC to recommend options and to make any necessary purchases. In the event that an onsite visit is needed for a ticket, the support team will identify the availability of our service desk mobile technicians, who will be deployed for a visit at a time agreed upon by the POC.

How Managed Services are provided (cont…)

- The account management team represents the team members who will have the most familiarity with your infrastructure and your business IT needs. The CSM and the Proactive Service Engineer (PSE) work together to strategize how we can make your operations run more efficiently.
- The PSE will primarily be working in the background on proactive tickets. Though the PSE is a technical team member, the role works closely with the CSM to engage with the partner. Proactive tickets are generated by our monitoring software or by the service desk when they see something that could lead to issues in the future. Generally, proactive tickets are created and remedied without any engagement with the partner. Some instances in which the partner would be engaged include, but are not limited to, circumstances when hardware must be purchased, or coordination and planning is required to remedy the potential issue.
- The CSM is the conduit between Executech and the partner and vice versa. CSMs will strategize with the partner about how they can improve their IT functionality. Their main responsibilities include the planning, assessing, and evaluation of your IT environment which are seen through:
    - Providing a IT Roadmap of your IT budget
    - Scheduling regular meetings to discuss reports and updates
    - Purchasing equipment
    - Coordinating onsite visits
    - Assisting with the execution of projects
    - Recommending ideas, products, or services that help accomplish your IT goals

How Managed Services are provided (cont…)

- The projects team is generally engaged for any support that is outside of a managed service agreement, however, it is activated for partners during the onboarding process, new site deployments, and the configuration of new workstations for end-users. The projects team specializes in system implementation, document management, and vendor management. Projects can include but aren't limited to cloud migration, infrastructure rebuilds and cabling, network hardware procurement, MFA deployment, security deployment, environment assessments, and data migration.

Process and Procedures for Maintenance and Support

- Device warranty monitoring, reporting, and review using existing tools and resources
  - Reports shared on a monthly basis
- Daily maintenance of business workstations for security updates and patches
  - Monitoring and Management tools include:
    - ConnectWise Suite
      - Automate
      - Service Desk Manage
      - Screen Connect/Control
    - Auvik Network
    - IT Glue
    - Webroot & Sophos AV
- Unlimited “break/fix” service desk support for users regarding their business desktop and/or laptop computers, staffed 24/7/365
- Maintenance and troubleshooting of existing data center infrastructure including network (i.e., LAN/WAN) devices
- Email support
- Backup and Disaster Recovery (DR) management and maintenance
- Infrastructure (server, switch, firewall) firmware review, recommendations, and upgrades
  - Review provided by PSE/CSM
- Inventory management for the devices covered in the contract, including those added during the term of the agreement
  - Inventory reviews with POC on a monthly basis
- Coordination with partner’s vendors for access and/or connectivity to partner’s network, only with partner’s prior permission
  - Executech maintains relationships with existing vendors for improvements and support such as:
    - Hardware/Software (e.g. Dell, Cisco, VMware, HP, Microsoft, PANs)
    - VOIP (e.g. Cisco, Quest)
    - TelCo (e.g. Consolidated, AT&T)
    - Document management (e.g. Caltronics)
    - Facilities (e.g. Colocation, Cabling partners)
- IT hardware and software procurement using current partnerships
- Access to Executech standard policy and procedure documents for common IT use cases
- Client Success Manager (CSM) to assist in IT strategy planning and budgeting meeting
- Projects managed by a Professional Services team specializing in change management, vendor management, and systems rebuild/implementation

Documentation and Change Control

- Executech uses a documentation management tool known as IT Glue. IT Glue stores all information about the partner environment, policy, and infrastructure. Our CRT members access IT Glue to store documentation, reference past and present details, and proactively assess how each partner's environment can run more efficiently.

- Before any changes to control are implemented, we will contact our point of contact (POC) to discuss all actions that will be performed. Once the POC has approved the implementation plan, we move forward with what was agreed upon by assigning tasks based on the strengths of our team members, scheduling progress touch-ins with the POC, and providing notes, measurements, and documentation of what was completed and any recommendations for the future.

Service Levels and Priorities

Service Level Priorities	Response Time	Resolution Plan
Critical	Within 30 minutes	4 hours
Priority	Within 2 hours	1 business days
Normal	Within 1 business day	2 business days

Service Level Definitions	
Critical	Critical network components/Outage affecting multiple users. Ex: Server down
Priority	Single component fails and a workaround is unavailable. Ex: Single workstation down
Normal	Software/Hardware request or configuration change or update

Hours of Service

- Live Help Desk is available 24/7/365. Critical issues will be escalated and handled by our on-call technical team.

How To Contact

- Direct
  - Agent Icon (workstation)
- Email
  - support@dsatechnologies.com
- Phone
  - 916.567.4444, Option 2

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Business Vision. Technology Focus. Clients First.

We're Here to Help!

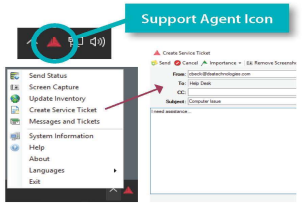
Your company has employed **Executech** to provide you with all of your computer and network support needs. Our Help Desk team and Engineers are at the ready to quickly respond, troubleshoot and fix your IT issue.

How to contact support

DIRECT

You can submit a support request directly from your workstation by using the support agent installed on your computer:

1. Right-click on the red-pyramid support icon found in your system tray (typically located in the **lower-right** corner of **your** screen next to the clock). If you do not see the icon, click on the expand icons triangle.
2. Select Create Service Ticket.
3. Enter the subject of your request and type the details of your request in the field below. To assist our support staff, you can attach a screenshot of your current desktop by clicking the Attach Screenshot button.
4. Click the Send button when you are ready to send your request.



EMAIL

To send a support request by email, send a message from your company email (if possible) to the following address - be sure also include your contact information, urgency of the issue and any error message(s) you have:

Email: support@dsatechnologies.com

PHONE

If you are unable to send a message to support using the support agent or email, you can always contact support via telephone by calling:

(916) 567-4444, option 2
(877) 5-DSA-WAY, option 2

All support requests will generate a support ticket. Your support ticket is the primary method that our team will manage and communicate status updates to your request. Ticket notifications are emailed to the user's email address on-file.

Support Hours & Availability

Executech Technologies support hours are available as follows:

Monday - Friday	**8:00 AM - 5:00 PM**	**All Support Issues**
7 Days a Week	**5:01 PM - 7:59 AM**	**Emergency & Critical Support Issues**

Support requests may be submitted using any of the above methods, however, we recommend that critical and emergency issues be requested by phone. Tickets are processed and responded by severity and in the order they were received.

Standard Rate Sheet

Service provider will provide client the services described as proactive or Comprehensive in the following table.

a. Hourly rates are shown in the table and vary based on skill level and work being performed. There is no minimum billed in ¼ hour.
b. Travel time billing policy is hourly rate for travel to the partner site only (not on the return trip).
c. Telephone help hourly rate is unlimited as part of the agreed upon proactive or comprehensive package.
d. Remote access hourly rate is unlimited as part of the agreed upon package.
e. Response time for onsite assistance is determined based upon the severity and nature of the issue and prioritized accordingly.

Category / Description		
	Proactive	Comprehensive
Per User / Device [1]:	$70.00	$125.00
Per Server:	$150.00	$275.00
Per Site [2]:	$150.00	$150.00
Per Storage	$125.00	$125.00
Per Backup Device:	$50.00	$50.00
Per Network Device:	$25.00	$25.00
Systems Monitoring:		
Automated:	24x7x365	24x7x365
Staffed [3]:	24x7x365	24x7x365
Remote Help Desk Access:	Included	Included
Management & Maintenance:		
Workstations:	Remote	Remote/On-Site
Infrastructure:	Remote	Remote/On-Site
DSA Certification Required:	NA	Yes
Maintenance Support: Remote		
Help Desk (Hourly):	Included	Included
Data Center (Hourly):	Included	Included
Maintenance Support: On-Site		
Help Desk (Hourly):	$165.00	Included
Data Center (Hourly):	$260.00	Included
Project Rates:	$140.00-$260.00/Hr	$140.00-$260.00/Hr
Additional Services:		
Backup	Monitor & Management	Monitor & Management
Monitored Device Inventory	Included	Included
Policy & Procedure Document Access	Optional	Included
Hardware and Software Procurement Services	Included	Included
Annual IT Strategic Planning	Optional	Included
Workstation Setup Not-to-exceed price [4]	up to $ 455.00 per w/s	up to $ 455.00 per w/s
NOTES: [1]	Per Named User or Workstation, whichever is greater. Devices include (1) Desktop or Laptop with Anti-virus, Manage Detection Response (MDR) and (1) non-windows mobile device.	
[2]	Covers one firewall and one switch per location.	
[3]	Live Help Desk Services are available 24/7/365. Critical issues will be escalated and handled by our on-call technical team.	
[4]	Workstation setups fees will not exeed $ 455.00 per unit. This pricing applies only to workstations provided by Executech. Not to exceed installation fees do not apply to workstations purchased directly by the Client.	

Sample Monthly Services Agreement

Executech recommends a Proactive services agreement for management of Golden Sierra's IT infrastructure. The following is a proposed monthly agreement for maintenance and support.

Proactive Managed Services Monthly Pricing Summary:				
	Monthly Services Pricing:	**Count:**	**Program Price:**	**Monthly Fee:**
	Workstation/Device Count w/MDR	27	$70.00	$1,890.00
	Server Count (Physical, Virtual & Backup) w/MDR	5	$150.00	$750.00
	Site Count (*Includes 1 Switch & 1 Firewall*)	1	$150.00	$150.00
	Storage Device Count	0	$125.00	$0.00
	Backup Device Count	1	$50.00	$50.00
	Network Device Count (Switches, Firewalls, WAPs)	6	$25.00	$150.00
Subtotal Monthly Services Pricing:				**$2,990.00**
	Additional Services:			
	Threat Detection & Response (TDP)	1	$1,226.00	$1,226.00
	Non-Managed PC (security MDR/AV/updates) for Job Center	6	$30.00	$180.00
	Mobile Device Management - patch and app management	0	$7.00	$0.00
	M365 Backup Services (Acronis)	0	$0.00	$0.00
	Office 365	0	$0.00	$0.00
	SPAM email filtering	0	$0.00	$0.00
	Data Center Hosting	0	$0.00	$0.00
Total Monthly Services Pricing:				**$4,396.00**
	One Time Modifiers:			
	Implementation (TDP)	1	$750.00	$750.00
	Onboarding Fee	1	$3,170.00	$3,170.00
Total One Time Onboarding Pricing:				**$3,920.00**

Sample Monthly Services Agreement (Cont…)

Overview of Threat Detection and Prevention (TDP) services as outlined in the monthly agreement.

Cyber protection is more important than ever. In the US, a small business is breached EVERY DAY*. The leading causes of breaches for SMBs includes:

- Hacking
- Human Error
- Social Engineering
- Malware

*According to the Verizon Data Breach Investigations Report (2020)

Executech's Threat Detection and Prevention brings together the essential tools and hands-on approach to cover the basic cybersecurity needs of any organization.

TDP Overview: Included Tools

Tools Summary

- Anti-Virus & Ransomware Protection
- Dark Web Monitoring
- Email Security & Spam Filter
- Phishing Emails Simulation
- Web Filter and USB Storage Device Control
- Remote Management & Patching
- Network Scanner
- System Change & Misconfiguration Detection

TDP Overview: Services

Services Summary

- Alert management for:
  - Compromised passwords
  - Viruses, Malware, Ransomware
  - System changes and misconfigurations
  - System patches and security updates
  - Email threats
- Quarterly External Vulnerability Scans
- Quarterly Security Update Meeting
- Biannual Simulated Phishing Campaigns
- Annual Employee Security Awareness Training
- Information Security & Acceptable Use Policy (updated annually)

Sample Project Scope for Exchange to M365 Migration

Executech's Service Teams have extensive knowledge in the support of Microsoft 365. The Professional Services team specifically specializes in migrations and would coordinate with Golden Sierra to develop a full proposal and project plan that meets the organizations requirements. Migration fees and M365 license fees would be presented to Golden Sierra for approval prior to project start.

The following is a sample scope for an Exchange to M365 migration. M365 licenses and associated costs would be presented to Golden Sierra for approval prior to project start.

STATEMENT OF WORK SUMMARY

Exchange Prep Work:

- Install/Configure SMTP Relay server
- Setup Microsoft 365 (M365) Account
- Configure Azure AD connect on existing DC
- Configure Azure AD SSO
- Configure Hybrid Exchange Environment
- Configure archive policies
- Configure Exchange connectors
- Configure Public Folders

Test Migration:

- Identify 3-5 mailboxes to migrate initially as a test
- Create mailbox migration script
- Execute migration script
- Apply group policies

When completed, the following will need to be tested by the client:

- Test Global address list
- Test internal email
- Test calendaring
- Test access to delegated mailbox
- Test access to resource
- Additional tests as needed

Production migrations:

- Identify migration groups (number of mailboxes to migrate each evening) and create migration batches

Execute migration batches over specific time frames and provide post migration support

Thank you for your time and consideration. We look forward to the opportunity to serve you!

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