TECH365

Trusted Support Year-Round

WHITE GLOVE IT FOR DENTAL PRACTICES

*Technology That Keeps Your Practice **Smiling***

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LOCAL, DENTAL-FOCUSED IT WITH 24/7 PROTECTION, HIPAA-MINDED COMPLIANCE, AND ON-SITE PLUS REMOTE SUPPORT IN ONE PLAN.

Tech365

EXECUTIVE SUMMARY

At Tech365, we know dental practices rely on technology every day—to protect PHI, keep chairs full, and keep imaging fast. That's why we designed our White Glove IT plan specifically for dental. Our goal is simple: keep your systems secure, reliable, and HIPAA-minded so your team can stay focused on patients, not PCs.

WHY DENTAL PRACTICES CHOOSE TECH365

- **Local and Responsive:** Real people who know your practice and respond quickly. No call centers, no long waits, just a partner you can count on, including after-hours help to protect chair time.
- **Compliance Built In:** HIPAA/HITECH safeguards, encryption, MFA, audit-ready logging, and BAAs available, so you are always inspection ready.
- **Protection That Matters:** 24×7 monitoring, Endpoint Detection & Response, backups, and recovery planning keep PHI safe and systems online.
- **Tailored for Dental:** Support for Dentrix, Eaglesoft, Open Dental, and imaging platforms like Dexis, Carestream/CS Imaging, CBCT/pano, sensors, bridges, and e-prescribing.
- **Future Ready:** As your practice grows, we scale with you—adding operatories, upgrading imaging, opening a second location, and planning lifecycle refreshes with clear budgets.

THE TECH365 ADVANTAGE

What sets us apart is how we bring everything together under one roof. Many practices juggle different IT providers and end up with gaps in security or support. With Tech365, you have a single trusted partner who delivers:

- Strong protection against downtime and cyber threats
- Reliable systems that keep imaging fast, Wi-Fi stable, and phones clear
- Compliance you can trust, backed by clear documentation and reporting
- Local, always-on support so you are never left waiting

OUR PROMISE

Technology should never hold your practice back. With Tech365, you gain a partner who understands dentistry and delivers dependable, HIPAA-minded IT with the same care you give your patients. We keep your systems secure and compliant, your team productive, and your patients confident their data is safe.

Tech365 brings it all together so your practice stays secure, HIPAA-minded, and patient ready—today and for the future.

TECH365

ARE YOU READY FOR THE "WHAT IFS"?

Running a dental practice means surprises can happen at any time. The real question is: will your technology keep up when it matters most? Here are a few things to think about:

OPERATIONS & CONTINUITY

- What would happen if your practice management or imaging system froze in the middle of a busy morning?
- If the internet went down right now, could the front desk still check in patients, collect payments, and print treatment plans?
- How fast could you get back to patient records and images if your server or NAS went offline?
- If a laptop or tablet was lost or stolen, would PHI still be protected?
- Does your team know who to call and what steps to take during a tech emergency?
- How often do you test restores from backups for your PMS and imaging data?

CYBERSECURITY AWARENESS

- Would your staff spot a convincing email from an "insurer" or "supplier" before clicking?
- How quickly would you hear from IT about a suspicious login or new device on the network?
- Are patient emails, portal messages, and shared X-rays secure from sender to recipient?
- How often are your team's passwords updated to stay strong, unique, and secure?
- Is your office Wi-Fi segmented so patients cannot access operatories, sensors, or servers?
- Do you know which vendors or outside users have access to your systems today?

COMPLIANCE & PRIVACY

- When was your last HIPAA Security Risk Assessment and privacy training?
- Would your cyber insurance cover you if ransomware locked up your PMS or imaging?
- If a patient asked how you protect their PHI, could you answer with confidence?
- Do you have BAAs in place with your PMS, imaging, cloud, and communication vendors?
- Do your systems limit staff access so people only see what they need for their role?

POLICIES & TECHNOLOGY PRACTICES

- Do you have simple tech policies everyone follows, including photos/texting in operatories?
- Can you remove access quickly when a hygienist or associate leaves?
- If a new team member started tomorrow, would they know your privacy basics and how to use the portal?
- If a HIPAA audit happened tomorrow, are your documentation, logs, and records ready?
- Do you know exactly where all patient data and images live, including backups and archives?

These "what if" questions are not meant to worry you. They are here to help you see where your practice might be at risk, and where the right dental IT partner can give you peace of mind.

TECH365

THE TECH365 DIFFERENCE FOR DENTAL OFFICES

We keep chairs full, imaging fast, and patient data protected.

A PARTNER, NOT JUST A PROVIDER

We do more than fix things when they break. We work alongside your practice to keep all tech systems running so you can focus on patients, not PCs.

BUILT FOR DENTAL PRACTICES

Every office is unique. We support the way you work plus the connections between imaging, sensors, and your PMS such as Dentrix or Eaglesoft.

READY WHEN YOU NEED US

Chair time matters. If something goes sideways, we respond fast with remote help and on-site visits to keep the schedule on time.

PROTECTING WHAT MATTERS

Patients trust you with their PHI. We help you keep it secure with HIPAA-minded safeguards, verified backups, and audit-ready documentation.

SCALABLE GROWTH

Adding workstations or a new location? We plan and set up the tech, onboard new staff, and make sure Wi-Fi, imaging, and phones just work.

TECH365

YOUR IT PARTNER

YOUR TRUSTED IT PARTNER FOR DENTAL PRACTICES
SECURE. COMPLIANT. RELIABLE.

WHAT WE DELIVER

- **Network Security**: Protecting patient data with advanced tools, 24×7 monitoring, and managed firewalls.
- **Confidentiality & HIPAA Compliance**: Safeguarding PHI and supporting HIPAA/HITECH requirements, audit logs, and BAAs.
- **Responsive Support**: Fast help. Remote or on-site. Downtime doesn't disrupt your patients.
- **Backup & Recovery**: Encrypted, verified backups & quick restores for PMS and imaging data.
- **Practice & Imaging Support:** Keeping Dentrix, Eaglesoft, Open Dental, Dexis, Carestream, and related workflows running smoothly.

WHY DENTAL PRACTICES CHOOSE TECH365

We do more than "fix computers." We become a reliable partner you can count on:

- Cost-effective solutions that avoid downtime & surprise bills
- Reliable systems that keep chairs full and imaging fast
- HIPAA-ready support that reduces risk and satisfies insurers
- Peace of mind knowing a local team has your back.

> At Tech365, your success is our priority. We deliver strategic, secure IT so your practice can focus on what matters most: your patients.

RESPONSIBLE, VALUE-DRIVEN IT MANAGEMENT

Finding the right IT partner is not always easy. Practices need someone who handles the tough challenges while keeping an eye on cost, security, and compliance. At Tech365, we keep it simple. Every solution we recommend is guided by four key questions:

1. **Will it save the practice money?**
2. **Will it help you see more patients or generate revenue?**
3. **Is it required by HIPAA, payers, or regulators?**
4. **Does it reduce risk or better protect PHI?**

> *"Tech365 cleaned up a mess left by another IT provider and made everything easy. They're responsive, trustworthy, & cost-effective, with one goal: help your business thrive. Thank you, Tech365!"*
> *– Dr. Farheen Pasha, **Skyview Dental***

TECH365

NETWORK SECURITY FOR DENTAL PRACTICES

HOW WE PROTECT YOUR PRACTICE

- **24/7 Monitoring**: Continuous threat detection to stop issues before they disrupt your schedule.
- **Firewalls and Security Tools**: Enterprise protection against internal and external threats.
- **Device Protection**: Safeguards for operatory PCs, front-desk workstations, and mobile devices.
- **Compliance Support**: Security aligned with HIPAA/HITECH requirements and audit readiness.
- **Secure Wi-Fi and Access Controls:** Keep guest WiFi separate from clinical systems & imaging.
- **Email Protection:** Encrypted email with phishing awareness training for your team.

WHY SECURITY MATTERS FOR YOUR PRACTICE

One lapse can expose PHI, derail imaging and charting, or idle chairs. Tech365 reduces this risk with a proactive approach so you can stay focused on patients.

UNSECURED NETWORK	SECURED WITH TECH365
✘ Fail HIPAA risk assessments	✔ HIPAA aligned security standards
✘ Staff clicks "insurance notice" phish	✔ Staff training and email filtering
✘ Intrusions go undetected for days	✔ 24/7 monitoring with real-time alerts
✘ Ransomware bypasses outdated antivirus	✔ Managed antivirus and endpoint protection on all devices
✘ Guest Wi-Fi can see staff PCs or imaging gear	✔ Segmented Wi-Fi for staff and guest access
✘ Open ports expose PMS or imaging to the internet	✔ Professionally configured firewall with advanced filtering
✘ Patient data or X-rays sent without encryption	✔ Encrypted data storage and communication of sensitive data
✘ Unknown logins to PMS or email go unchecked	✔ Proactive alerts and access logging for audit readiness
✘ Known vulnerabilities remain unpatched	✔ Regular patch management and system hardening
✘ No backups; images and charting unrecoverable	✔ Encrypted backups with recovery planning

TECH365

ENDPOINT DETECTION & RESPONSE (EDR)

STRONGER PROTECTION FOR EVERY DEVICE IN YOUR PRACTICE
Your practice's computers, workstation PCs, laptops, and imaging workstations hold PHI, x-rays, and treatment plans. EDR watches for unusual activity in real time, blocks it, and isolates the threat before it can spread.

WHY THIS MATTERS FOR YOUR PRACTICE

> **Maximize Chair Time**
> Threats are contained quickly so your schedule stays on track.

> **Secure Remote Work**
> Protects devices whether you are at the office, home, or another location.

> **Supports HIPAA Compliance**
> Provides the logs, reporting, and safeguards auditors and insurers expect.

> **24/7 Monitoring Without Gaps**
> Protection from ransomware, phishing, malicious USBs, and unauthorized access.

> **Minimizes Human Error**
> Acts automatically so safety does not rely on someone recognizing a bad link.

> **Full Incident Insight**
> Captures what happened and when, helping us fix it fast and maintain documentation..

DID YOU KNOW?

Healthcare has the most expensive data breaches — averaging $9.77M in 2024. Source: IBM Cost of a Data Breach 2024.

We watch 24×7, lock down devices with MFA, segment networks, and keep immutable, tested backups. If trouble hits, you bounce back fast.

Ransomware hit 67% of healthcare orgs in 2024; 95% of attacks targeted backups. Mean recovery cost: $2.57M. Source: Sophos State of Ransomware in Healthcare 2024.

Tech365 keeps backups off-site and immutable, harden every device with EDR, split guest from clinical Wi-Fi, and use a practiced playbook to get you back quickly.

HHS says ransomware is a security incident that often requires HIPAA breach analysis and notification. Source: HHS/OCR "Ransomware and HIPAA" Fact Sheet.

We keep HIPAA-ready logs, guide the risk assessment and any notices, and handle the tech under a BAA, on time and by the book.

PROTECT YOUR PRACTICE. PROTECT YOUR PATIENTS. PARTNER WITH TECH365.

TECH365

COMPLIANCE & DATA PRIVACY

WHY COMPLIANCE MATTERS FOR DENTAL PRACTICES

Confidentiality is everything.
A PHI breach does more than cost money. It erodes patient trust, disrupts your schedule, and can trigger HIPAA investigations and remediation.

Regulators and insurers are watching.
HHS/OCR, cyber insurers, and even payers expect real safeguards—MFA, encryption, EDR, tested backups, training, and audit-ready logs. We can operate under a BAA.

Patients expect it.
People choose providers who protect their information. Strong privacy practices help you keep patients and win referrals.

> *Healthcare is a top target for ransomware, with demands often reaching into the millions. Modern safeguards and tested backups keep your practice resilient.*

WHAT THIS MEANS FOR YOUR PRACTICE

Compliance is more than checking boxes. It is protecting reputation, revenue, and patient trust. With proactive measures and modern security standards, practices can:

- **Reduce breach risk and avoid costly disruption.**
  Encryption, MFA, EDR, and verified off-site backups dramatically lower the chance and impact of incidents, including ransomware

- **Protect PHI, images, and communications.**
  X-rays, CBCT/pano, treatment plans, portal messages, and e-prescribing stay protected with least-privilege access and audit-ready activity logs.

- **Maintain uptime and keep chairs full.**
  24×7 monitoring, after-hours updates, and fast support help you stay on schedule and meet insurer and HIPAA expectations without drama.

PROTECT YOUR REPUTATION. PROTECT PATIENT PRIVACY. STAY COMPLIANT WITH TECH365.

TECH365

REMOTE & ON-SITE TECH SUPPORT

REAL PEOPLE. LOCAL SUPPORT. CHAIR-TIME FRIENDLY.

Dental practices can't afford downtime—missed appointments, delayed imaging, or one workstation on the fritz can stall the whole day. With Tech365, you get fast, reliable IT support from local professionals who understand dental workflows.

By combining remote and on-site support, small and midsize practices get the same IT edge as large groups while keeping costs predictable and schedules on time.

RELIABLE REMOTE SUPPORT	HANDS-ON, ON-SITE SUPPORT
✓ Immediate help, no phone tree. Secure remote access lets us fix issues in real time.	✓ When in-person matters. Network and Wi-Fi tuning, sensor/CBCT setup, hardware installs, and cabling.
✓ Everyday fixes that matter. PMS logins, imaging that won't launch, scanners, printers, e-prescribing, and email.	✓ Minimal disruption. We schedule after hours to protect chair time.
✓ Friendly dental specialists. Real people who know front desk and operatory workflows.	✓ Future-proofing. Projects, integrations, new workstation builds, and growth support.

WHY CHOOSE TECH365	VALUE FOR INDIANAPOLIS AREA DENTAL PRACTICES
Local and Responsive	Real people in Indiana, ready when your practice needs support.
Enterprise-Level Advantage	Big-firm know-how for small and midsize practices.
Proven Results	Uptime, fast imaging, and measurable response times.
Dental Practice Experience	We speak PMS and imaging, and we understand compliance.

Just one hour of IT downtime can cost a dental practice thousands in lost production. At a conservative $300 per hour per workstation, a 5-chair practice offline for two hours loses $3,000, before schedule ripple effects, patient impact, or compliance exposure are even considered.

TECH365

DATA BACKUP & DISASTER RECOVERY

KEEP YOUR PRACTICE PROTECTED AND PREPARED

Dental teams can't afford downtime. Losing access to PMS, imaging, or patient files—even briefly—means missed appointments, stalled treatment, and potential HIPAA headaches. Tech365's backup and recovery keeps your data secure, recoverable, and compliant so chair time stays productive.

WHY THIS MATTERS FOR DENTAL PRACTICES

> **Automatic Backups**
> Continuous, secure backups so nothing important is lost.

> **Off-Site Protection**
> Encrypted storage in secure data centers shields files from theft, fire, or hardware failure.

> **Quick Recovery**
> Fast restores get operatories and front desk back online with minimal schedule disruption.

> **Defense Against Cyber Threats**
> Clean recovery points protect against ransomware and malware.

> **Compliance Ready**
> HIPAA-minded retention, encryption, & audit logs provide confidence for insurers and regulators.

Data loss can be business-ending. Many small businesses shut down within six months after a major data loss. Make recovery a plan, not a wish.

REGULATORY & HIPAA STANDARDS

The HIPAA Security Rule expects safeguards for the confidentiality, integrity, and availability of PHI. Backup and disaster recovery are not optional—they are essential.
Tech365 helps your practice:

- Meet HIPAA regulations with encrypted, off-site backups and documented retention.
- Perform backup tests and recovery drills so restores are fast and verifiable.
- Maintain audit-ready documentation: policies, logs, and reports for insurers and HHS.
- Operate under a Business Associate Agreement (BAA).

PROTECT YOUR DATA. PROTECT YOUR PATIENTS. STAY COMPLIANT WITH TECH365.

TECH365

IMAGING & SOFTWARE SUPPORT

DENTAL TECHNOLOGY THAT KEEPS YOUR DAY MOVING

Dental practices run on PMS, imaging, and patient communication systems all day long. When a bridge breaks or an update misfires, the schedule slips and chair time stalls. Tech365 works directly with your vendors to keep everything reliable, secure, and connected which allows you to focus on patients, not pop-ups.

WHAT WE SUPPORT

Practice Management Systems
Support for Dentrix, Eaglesoft, Open Dental and more—performance tuning, user access, backups, and permissions.

Document & Records Management
Dexis, Carestream/CS Imaging, Sidexis, Romexis, VixWin, sensors and intraoral cameras, pano/CBCT workstations, drivers, calibration, and TWAIN/bridges to charting.

Document & Records Workflows
Scanning to chart, letters and treatment plans, secure sharing with specialists—organized, searchable, and backed up.

New Office Setup & Technology Expansion
Office buildouts, secure Wi-Fi and cabling, server/NAS, workstations, sensor placement, device imaging and asset tagging, and after-hours go-live.

WHY CHOOSE TECH365

✓ We work with dental vendors on your behalf to solve issues quickly & completely.

✓ We protect chair time with proactive updates and after-hours maintenance.

✓ Local, responsive specialists who know PMS, imaging, and HIPAA

✓ We support growth—new workstations, imaging upgrades, and second locations—with clear budgets and timelines.

RELIABLE DENTAL TECHNOLOGY MEANS BETTER PATIENT EXPERIENCE.
TECH365 DELIVERS BOTH.

TECH365

TECH365 HOSTED BUSINESS PHONE

PROFESSIONAL, RELIABLE PHONE SYSTEMS DESIGNED FOR YOUR BUSINESS
Clear communication is essential to running a successful business. If your phones are down, your business is on pause. At Tech365, we provide hosted business phone solutions that are easy to manage, reliable, and fully supported by our in-house team. And if anything ever goes wrong, you will speak directly with our local support team—no long waits, no outsourced call centers.

HOSTED BUSINESS PHONE FEATURES

Unlimited users and extensions with simple setup	Auto attendant and call forwarding so patients always reach you
Voicemail with email transcription for quick, easy access	Mobile and desktop apps for Android, iOS, Windows, and Mac
Advanced call management: recording, reporting, parking, queuing, and transfers	Intercom, paging, and team presence indicators for better collaboration
Built-in support for headsets, SIP trunks, and gateways	Secure, cloud-based reliability with built-in redundancy to keep calls flowing

"85% of callers who can't reach a business on the first try won't call back."
Source: Salesforce, 2023

WHY CHOOSE TECH365 FOR YOUR PHONE SYSTEM?

> Simple setup and seamless support

> Scalable for teams of any size

> Fully managed and monitored by our local team

> Works across multiple locations or remote setups

TECH365 HOSTED BUSINESS PHONE PRICING

MONTHLY BASE RATE	ADDITIONAL EXTENSIONS	TEXTING SERVICES
$60/month	$12/extension/month	$20/month

TECH365

MARKETING SERVICES FOR DENTAL PRACTICES

GROW YOUR PATIENT BASE AND BUILD YOUR REPUTATION

Strong technology keeps your ops smooth, and the right marketing fills the schedule. At Tech365, we understand dental workflows and local search. We design and run marketing that helps you stand out, earn trust, and book more new-patient appointments.

WHAT WE OFFER

Website Design & Optimization
- Mobile-friendly sites that highlight services like implants, Invisalign/clear aligners, whitening, and emergencies
- Clear calls to action: book online, call now, or request an appointment
- HIPAA-conscious forms, before/after galleries with consent, financing info

Search Engine Optimization (SEO)
- Local SEO built around specific keywords and high-value treatments
- Service pages and city/ neighborhood pages that rank in your area
- Google Business Profile optimization for map pack visibility and reviews
- Structured data (healthcare schema) for richer search results

Social Media Management
- Consistent posting on Instagram, Facebook, and TikTok where it fits your brand
- Educational and community content that builds trust without PHI
- Targeted promotions for whitening, new-patient specials, and smile-makeover consults

Online Reputation Management
- Automated, compliant review requests after visits
- Monitoring and professional, HIPAA-safe responses to feedback
- Playbooks to increase star ratings and showcase patient experience

Digital Advertising
- Targeted Google Ads for specific dental campaigns
- Local service ads / call ads to drive phone calls now
- Conversion tracking so you know cost per lead and cost per booked appointment
- Flexible budgets that ramp with seasonality and capacity

WHY THIS MATTERS TO YOUR PRACTICE

✓ Fill Chairs Consistently

✓ Build Trust & Referrals

✓ Attract High-Value Cases

✓ Protect Privacy with Content & Forms

✓ Show Up First in Searches

✓ Strengthen Community Presence

TECH365

BRINGING IT ALL TOGETHER

Running a dental practice today means relying on technology at every level. PHI must stay protected. PMS, imaging, phones, and Wi-Fi need to work without drama. When multiple vendors and support teams are disconnected, gaps appear.

Tech365 brings it together with a complete White Glove IT plan built for dental practices.

STRONGER PROTECTION

Endpoint Detection & Response, verified backups, and 24×7 monitoring protect PCs, front-desk systems, and imaging workstations from breaches & downtime.

COMPLIANCE YOU CAN TRUST

Policies, reporting, and security standards aligned with HIPAA/HITECH and insurer expectations. BAAs available. Audit-ready logs keep you confident.

ALWAYS "ON" SUPPORT

Local people who answer fast. Remote help first, on-site when needed. After-hours work to protect chair time.

RELIABLE SYSTEMS

From PMS and bridges to Imaging Software, plus phones and secure Wi-Fi, we make sure your tools connect, stay fast, and stay secure.

FUTURE READY PLANNING

Technology that scales as you add workstations, upgrade imaging, or open a second location. Clear lifecycle plans and budgets so growth is smooth.

WHY THIS MATTERS

With Tech365, you get more than IT service. You get a partner who understands dental. We connect every part of your environment into one secure, reliable system that protects your reputation, safeguards PHI, and lets your team focus on patients, not PCs.

TECH365 BRINGS IT ALL TOGETHER SO YOUR PRACTICE STAYS SECURE, HIPAA-MINDED, AND PATIENT READY. TODAY AND FOR THE FUTURE.

TECH365

TECH365 WHITE GLOVE IT + WINDOWS 11 UPGRADE
COMPLIMENTARY UPGRADE TO WINDOWS 11 WITH WHITE GLOVE IT

WHAT'S INCLUDED

✓ Windows 11 License

✓ Upgrade Labor

✓ Backup & Migration

✓ After-Hours Rollout

✓ Unlimited Remote Support

✓ Documentation

WHAT'S NOT INCLUDED

✗ Hardware: New PCS, component upgrades, or any physical devices

✗ Third-party software: application licenses and vendor fees

✗ Unrelated project work: major network changes, server replacements, or cloud migrations not required for upgrade

TERMS & CONDITIONS

- 24-month White Glove Managed IT Service Agreement required
- $0 upfront applies to licensing & labor; hardware billed separately
- Hardware must be eligible for Windows 11; ineligible devices require hardware upgrade
- Scope is finalized after a readiness assessment
- After-hours scheduling to minimize downtime
- Early termination and out-of-scope work follow professional service agreement

REAL WORLD EXAMPLE: 15 PERSON OFFICE

SCENARIO

- 10 workstations are eligible for upgrade to Windows 11
- 5 workstations are not compatible and require new devices with full setup and migration
- Standard support rate without a White Glove Managed IT plan is $125/hr
- Windows 11 license for eligible upgrades is $105 per device
- Time assumptions: Upgrades are about 3 hours each. New device setup 3-6 hours each.

DEVICE	QTY	PER DEVICE COST (NO PLAN)	TOTAL (NO PLAN)	WITH WHITE GLOVE MANAGED IT
ELIGIBLE	10	$375 labor + $105 license = **$480**	$3,550	$0 (included)
INELIGIBLE	5	$375 to $750 labor	$1,875-$3,750	$0 labor (included)
TOTAL SAVINGS		Up to $750	$5,425-$7,300	Included with plan

ESTIMATED ONE TIME SAVINGS: $5,425-$7,300

TECH365

PREPARED FOR THE UNEXPECTED

At Tech365, we don't just provide IT support and compliance solutions. We make a promise to safeguard your business, your people, and your data. One way we do that is by maintaining strong, comprehensive insurance coverage. We have taken extra steps to ensure that everyone involved, from your team to ours, has coverage in place when things do not go as planned. Because when your technology partner is protected, so are you.

OUR INSURANCE COVERAGE INCLUDES:

› **$1 Million Commercial Auto**
If our technicians are en route to your office and an accident occurs, this coverage ensures that any damages or liabilities are properly handled. It protects our staff, your property, and the public. This keeps disruptions and liabilities away from your business.

› **$1 Million Employers Liability**
This protects our team members while they are on the job. In the rare event of a work-related injury, our coverage prevents complications or liability from reaching your business. It reflects our commitment to safety and accountability in every interaction.

› **$2 Million General Liability**
Accidents can happen, even in the most controlled environments. This policy covers things like property damage or accidental injuries that may occur during service calls or installations. It protects both our company and yours from potential financial impact.

› **$3 Million Cybersecurity Policy**
Your data security is critical. In the unlikely event of a cyber breach involving our systems or service delivery, this policy provides financial protection and response resources. It is an added layer of defense that ensures you are not left vulnerable by association.

› **$5 Million Umbrella Coverage**
This extended coverage adds an additional layer of protection beyond the limits of our other policies. It provides peace of mind for larger, unexpected events and ensures that even rare, high-impact situations are covered without placing your business at risk.

We are fully insured because we take your trust seriously. From safeguarding your systems to backing our work with real protection, Tech365 is here to provide confidence every step of the way. When you choose us, you are choosing a partner who plans ahead not just for success, but for safety and stability.

TECH365

WHITE GLOVE MANAGED IT: **WORKSTATIONS**

WORKSTATIONS	ESSENTIAL	ADVANCED	PREMIUM
WORKSTATION SUPPORT			
24x7x365 "3 Minute" Support Response	✓	✓	✓
Tech365 Support Portal (Nexus)	✓	✓	✓
Microsoft & 3rd Party App Updates	✓	✓	✓
24x7x365 Workstation Monitoring	✓	✓	✓
Client SMS/Email Alerts	✓	✓	✓
Managed Premium Firewall	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
Unlimited Tablet Support	✓	✓	✓
Tech365 Cloud Support Utility	✓	✓	✓
Loaner Equipment Coverage	7 days	14 days	30 days
Support Methods via Ticket, Dashboard, Email, Desktop Icon, Text, Phone, & Online Chat	✓	✓	✓
WORKSTATION MANAGEMENT			
Asset Tracking	✓	✓	✓
IT Documentation	✓	✓	✓
Monthly Executive Report	✓	✓	✓
Asset & Inventory Management Report	$1,495	Annual	Bi-Annual
IT Budget Preparation	$2,495	Annual	Bi-Annual
Technology Review Meeting	Monthly	Monthly	Monthly
WORKSTATION TRAINING			
Security Awareness Training	✓	✓	✓
End User Training Program	Billable	✓	✓
Email Safety Testing & Training	Billable	✓	✓
Technology Adoption Session	Bi-Annual	Quarterly	Monthly

SEE NEXT PAGE FOR ADDITIONAL WORKSTATION WHITE GLOVE MANAGED IT SERVICES

TECH365

WHITE GLOVE MANAGED IT: **WORKSTATIONS**

WORKSTATIONS	ESSENTIAL	ADVANCED	PREMIUM
WORKSTATION SERVICES			
Basic Managed Anti-Virus/Anti-Malware	✓	✓	✓
Enterprise Managed Anti-Virus/Anti-Malware	X	✓	✓
Ransomware Prevention	✓	✓	✓
Risk Assessment & Intelligence	X	X	✓
Website Content Filtering	X	✓	✓
Automated Patch Management	✓	✓	✓
Scheduled Preventative Maintenance	✓	✓	✓
Password Management System	X	✓	✓
Tech365 Managed DUO 2FA	X	$3/user	✓
Tech365 Hosted Phone Platform Fee	$35/location	$20/location	✓
Tech365 Hosted Phone Extension	$6/user	$3/user	10 ext. included Addtl: $5/user
Dark Web Monitoring	$10/user	$6/user	✓
Vulnerability Scan	X	Bi-Annual	Monthly
Simulated Phishing Emails	$20/month	$10/month	✓
Penetration Test	$2,995	$1,995	$995
WORKSTATION DATA SERVICES			
Email Backup	✓	✓	✓
Workstation Backup	X	✓	✓
Tech365 Data Center Storage	100 GB	250 GB	500 GB
Manual Backup Testing	Billable	Quarterly	✓
Backup Disaster Recovery as a Service	From $299/mo	From $199/mo	From $99/mo
Simulated Mock BDR Test	Billable	Bi-Annual	Bi-Annual
MONTHLY RATE PER WORKSTATION	**$75**	**$145**	**$225**

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WHITE GLOVE MANAGED IT: **SERVERS**

SERVERS	ESSENTIAL	ADVANCED	PREMIUM
SERVER SUPPORT			
24x7x365 "3 Minute" Support Response	✓	✓	✓
Tech365 Support Portal	✓	✓	✓
Microsoft & 3rd Party App Updates	✓	✓	✓
24x7x365 Workstation Monitoring	✓	✓	✓
Client SMS/Email Alerts	✓	✓	✓
Managed Premium Firewall	✓	✓	✓
Instant Virtual Machine Recovery	X	✓	✓
Unlimited Remote Support	✓	✓	✓
Unlimited Tablet Support	✓	✓	✓
Support via Ticket, Dashboard, Email, Desktop Icon, Text, Phone, & Online Chat	✓	✓	✓
SERVER MANAGEMENT			
Asset Tracking	X	✓	✓
IT Documentation	✓	✓	✓
Monthly Executive Report	✓	✓	✓
Asset & Inventory Management Report	$1,495	Annual	Bi-Annual
IT Budget Preparation	$2,495	Annual	Bi-Annual
Technology Review Meeting	Monthly	Monthly	Monthly
SERVER TRAINING			
Security Awareness Training	✓	✓	✓
End User Training Program	Billable	✓	✓
Email Safety Testing & Training	Billable	✓	✓
Technology Adoption Session	Bi-Annual	Quarterly	Monthly

SEE NEXT PAGE FOR ADDITIONAL SERVER WHITE GLOVE MANAGED IT SERVICES

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WHITE GLOVE MANAGED IT: **SERVERS**

SERVERS	ESSENTIAL	ADVANCED	PREMIUM
SERVER SERVICES			
Basic Managed Anti-Virus/Anti-Malware	✓	✓	✓
Enterprise Managed Anti-Virus/Anti-Malware	X	✓	✓
Ransomware Prevention	✓	✓	✓
Risk Assessment & Intelligence	X	X	✓
Website Content Filtering	X	✓	✓
Automated Patch Management	✓	✓	✓
Scheduled Preventative Maintenance	✓	✓	✓
Password Management System	✓	✓	✓
Tech365 Managed DUO 2 Factor Authentication	$3/user	✓	✓
Dark Web Monitoring	X	✓	✓
Vulnerability Scan	X	Bi-Annual	Monthly
Penetration Test	$2,995	$1,995	$995
SERVER DATA SERVICES			
Email Backup	✓	✓	✓
System State, Full Backup	✓	✓	✓
Tech365 Data Center Storage	1 TB	5 TB	10 TB
Provisioned Data Center Recovery	X	$500/mo	✓
Onsite Backup Capability*	✓	✓	✓
Manual Backup Testing	Billable	Quarterly	✓
Backup Disaster Recovery as a Service	From $299/mo	From $199/mo	From $99/mo
Simulated Mock BDR Test	Billable	Annual	Bi-Annual
Tech365 Managed Data Disaster Recovery	Billable	✓	✓
MONTHLY RATE PER SERVER	**$125**	**$215**	**$300**

Onsite Backup Capability requires available physical hard-drive.

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WHITE GLOVE MANAGED IT: **SUPPORT**

ONSITE SUPPORT MADE SIMPLE

Every plan includes monthly onsite hours for workstations and servers. We start with remote support, and if an issue cannot be solved remotely, we schedule onsite using your included hours. Example: the Advanced Plan includes 5 onsite workstation hours. If we spend 3 hours on upgrades and 2 on a network fix, you pay nothing extra. Time beyond that bills at your reduced plan rate.

HOURLY RATES WITH WHITE GLOVE SAVINGS

ESSENTIAL	ADVANCED	PREMIUM
$80/HOUR	$70/HOUR	$60/HOUR

PLAN	PER WORKSTATION	PER SERVER
ESSENTIAL	2 hours/mo	3 hours/mo
ADVANCED	3 hours/mo	4 hours/mo
PREMIUM	5 hours/mo	5 hours/mo

- Onsite Support: Additional Hours
- After-Hours & Emergency Support
- Onsite Personal Home Tech Support
- Remote Personal Home Tech Support
- After-Hours Personal Home Tech Support

All listed services covered under the hourly rate. Additional hours are billed in 15-minute increments to ensure you only pay for what you need. Onsite support is dispatched after at least 15 minutes of remote troubleshooting. Standard rate is $125/hour.

NO LONG-TERM CONTRACTS – JUST A PROFESSIONAL SERVICES AGREEMENT

- ✓ Clear scope & service levels
- ✓ Built-in accountability
- ✓ Aligned with your business goals
- ✓ Flexible Partnership

WHY OUR FLEXIBLE AGREEMENT WORKS FOR YOU

- **MINIMUM AGREEMENT TERM: 24 MONTHS**
- **MINIMUM CANCELLATION TERM: 90 DAYS WRITTEN NOTICE**
- No penalty for adjusting services as your needs change
- We earn your business every month by delivering results
- You control how long you work with us based on your satisfaction

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PROVEN RESULTS. HAPPY CLIENTS.

We have been truly blessed to find Brandon and his team to help us with our IT at Skyview dental. They are always available any time we needed them. We started off with a company that had made a complete mess. When Brandon walked in he solved all our problems and made it all so easy for us. He and his team are trustworthy and very cost effective. His goal is make your business thrive. We appreciate all your efforts and look forward to working together in many more businesses. Thank you Tech365 for all you do!
- *Dr. Farheen Pasha, Skyview Dental*

My office was having multiple tech issues and our tech support was not able to come out for a week. So we called Tech365 and they were able to do the hour commute to our office SAME DAY!! Thank you to Brandon and Tanner for getting here so quickly and helping us! I definitely recommend them thanks to the amazing customer support.
- *Hannah Colbourn, Integrity Counseling*

Tech365 has been phenomenal to work with! They took the time to learn who we are and tailored their services to meet out needs. Very knowledgeable, super high integrity and speedy if not immediate response time!
- *Sara Wilson, See You Tomorrow Hospitality*

Tech 365 has always been able to solve any and all of my computer issues. He is well versed, works quickly, and explains problems in layman's language. A+++ in every category!!
- *Russell Schalk*

I've had the pleasure to work with Brandon at Tech365 on a mutual client's website project, and all I can say is that this IT company is definitely world-class! Their knowledge of a wide range of technologies is incredible and the responsiveness is quick and efficient. Brandon is constantly investing in his infrastructure to be able to offer his clients the best service possible. I would absolutely recommend Tech365 for anyone looking for an Indianapolis based IT company. Thank you so much! ★★★★★
- *Adam Goldsmith*

Working with Tech365 was amazing and a weight off my shoulders. He was extremely responsive, knowledgeable, and actually cared about making sure our issues were properly diagnosed and resolved. Pricing is extremely competitive and worth every penny. I'll hire them again with any other tech issues going forward. Thanks Tech365!
- *Scott Grollnek*

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