

February 25, 2022

Hello Leslie,

We have created a custom package for SIDFP members in order to ensure they have a) access to support at any time they need it and b) are utilizing infrastructure that is secure, stable and supported!

This package is an adaptation specifically for SIDFP members modified from our 2022 Enhanced Secure package and covers everything from systems and support to forecasting/budgeting and regular management updates!

While we believe this package will work for all SIDFP members with modern infrastructure, we will still need to go on site to any prospective partner in this program and ensure their infrastructure is stable and can be properly supported. As such, the pricing we have provided should be applicable to about 85% of your members and only slight variations may be required.

Any prospective partner will be required to complete a cyber-security assessment prior to onboarding, and all pricing is valid until April 30, 2022 (*although we don't anticipate any change after that*).

Ian Robertson, Robertson Technology Group ian@rtgroup.ca

2022 Enhanced Secure Program Offerings

CORPORATE SITE SERVICES	INCLUDED
Comprehensive Site and Systems Documentation	✓
Network Security Scanning and Monitoring	✓
Site Monitoring	✓
Device Uptime Records	✓
Asset/Inventory Management	✓
Cloud Service Change History Documentation	✓
Backup Monitoring	✓
Managed and Controlled Print Services	✓
System Security Scanning Tools	✓
Quarterly Management Touch Base	✓
Annual Technology Review w/ Forecast/Budget	✓
Self Serve Microsoft 365 training resources	✓

DESKTOP TOOLS AND SUPPORT SERVICES	INCLUDED
Guaranteed Response Times	✓
Support by Phone and Email	✓
24/7/365 phone support	✓
Support Incident Documentation	✓
24x7x365 Infrastructure Monitoring	✓
Unlimited Day to Day (daytime) Remote Support ¹	✓
Limited (daytime) Onsite Support ²	✓
Client support resource portal	✓
Self-Serve Microsoft 365 training resources	✓
Workstation Replacement Support ³	✓

¹ Limited to daytime hours per support agreement.

² At technicians discretion if required to resolve support issue

³ When on a 1:1 basis and ordered through RTGroup

Employee Onboarding/Offboarding	☑
Emergency After Hours On Site Support	Billable
Scheduled After Hours Support	Billable
Project Support	Billable
Additional meetings/consultation	Billable

USER SECURITY SERVICES	INCLUDED
Microsoft 365 Secure Management	☑
Password Management Tool/System	☑
Dark Web Monitoring	☑
Phishing Email Security ⁴	☑
Security Awareness Training ⁵	☑
Office 365 Threat Monitoring 24/7	☑

DEVICE SECURITY SERVICES	INCLUDED
Device DNS Filtering	☑
Microsoft & App Security Updates	☑
Endpoint Remote Monitoring and Management	☑
Endpoint Security (Next Generation Antivirus)	☑
System Patch and update management	☑
Device SGN Security Tools (mobile devices)	☑
Advanced SOC monitoring 24/7	Billable

NETWORK SERVICES	INCLUDED
Network DNS Filtering	☑
Public Wi-Fi DNS (content) Filtering	☑
Vulnerability Scanning	☑
SMTP Relay Services	☑

CLOUD SERVICES	INCLUDED
Microsoft 365 Cloud Management	☑
Microsoft 365 Cloud Backup ⁶	☑
Cloud Change Management Monitoring	☑

SECURE SYSTEMS	INCLUDED
Secure User Remote Access	Billable

⁴ For Microsoft 365 Subscribers through RTGroup

⁵ For Microsoft 365 Subscribers through RTGroup

⁶ Limited to Microsoft 365 user count with email x 100GB/User

SIDFP Members Monthly Pricing⁷

PER	MONTHLY COMMITMENT
Client (1 practice)	\$275
Server	\$275
Desktop or Laptop	\$199
User	\$42

ADDITIONS	MONTHLY COMMITMENT
Secure Firewall	Starting at \$99
Secure Wireless	Starting at \$49
Server Backup	Starting at \$129 ⁸

We are now pleased to offer **Hardware As A Service (HAAS)** – for one monthly fee, all of your software, licenses, support and the hardware is included – with same day warranty replacements of any hardware.

Notes:

- SIDFP members with existing internet through the Physician network will not be required to maintain a secure firewall as it is provided by Telus. Members without a physician network connection will be required to implement an RTGroup Secure Firewall
- RTGroup technicians may require hardware to be less than 5 years old at the start of the support agreement and/or impose other hardware life limitations.
- All pricing is based on 3-year support terms. SIDFP members may move office locations and take the agreement with them – with move labour being billable.
- All prices are quoted to our standard office requirements and may fluctuate depending on existing infrastructure.
- All terms and conditions are published in our Client Services Agreement and our Master Service Agreement when signing on.

⁷ Pricing is subject to verification and approval per client upon completion of site and equipment survey.

⁸ Priced per server instance and varies depending on number of server instances and volume of data.