

Technology Action Plan



Who We Are?

Fizen Technology is a technology services firm that provides IT Support to businesses. We employ 10 full-time staff members with an additional 10 help desk staff manning our 24/7 helpdesk and data center – and there are more resources available, through a close partnership with over 200 Managed Service Providers across the United States.

We understand that providing IT Support for a business is really all about people. Customer service and quality are at the center of what we do and will always form the bedrock for all executive decisions that are made.

What Can We Help Support?

- Executive level guidance on the implementation and support of Information Technology Systems.
- Future proofing and assistance in technology initiatives, for planning out next phase efforts for Information Systems.
- Project management resources and systems knowledge support for management.
- Implementation of policies and procedures, to help improve the stability of systems and software.
- The development of continuity planning and disaster recovery processes.
- Frameworks for existing IT resources, to ensure quality and to verify and track in-process work efforts.
- Assistance in the creation of action plans and the management of IT resources.
- Network and endpoint monitoring and reporting.
- Cybersecurity solutions (i.e. managed firewalls, routers, switches, and wireless access points).
- Incident support for; anti-virus and malware prevention and remediation.
- Patch management processes and programs.
- Local and remote cloud backup solutions.
- Support for G Suite and Microsoft 365 products.
- Support for Move, Add, Change (MAC) user requests.
- Procurement management for new infrastructure and equipment initiatives.
- Life cycle management of hardware units, along with software licensing controls.
- IT Training for company personnel.
- Live technical support, remote or on-site, for business users.

Solution Proposal

To provide IT Support on existing and future technology initiatives. The focus of this proposal is to establish a baseline IT Helpdesk, along with patch management, anti-virus and cloud backup support. This will give your business a technology partnership, which can be expanded upon in the future in a cost effective and flexible manner.

Working as your Virtual CIOs, we will be able to assist with the management and implementation of your information and computer systems; backed by world class employees, vendors, and products.

Pricing Summary

A month to month agreement will be established, that can be canceled at any time with 30 days' notice. We invoice the 1st of every month, with NET 15-day payment terms.

Hours for one-time projects such as migrations and network refitting are billed on a Time and Materials basis (T&M), overages must be approved in advance.

One-Time Costs

Type	Description	Hours	Rate	Total
Initial Onboarding	RMM/AV Installation and Creation of Network Documentation	-	-	Waived
Hourly Support	Discounted Contract Rate, Billed on a T&M basis	-	\$135.00	T&M

Monthly Costs

Type	Description	Units	Cost	Total
Remote Management	RMM, AV and Patching (For up to Five Endpoints) <ul style="list-style-type: none">• Beyond the first five endpoints<ul style="list-style-type: none">○ \$25/Workstation and \$125/Server	-	-	200.00
Data Backups	Backup Support (Cloud-based) for one endpoint <ul style="list-style-type: none">• Beyond the first endpoints<ul style="list-style-type: none">○ \$15/Workstation and \$99/Server	-	-	99.00
Introductory Discount	Until January 1 st , 2021 a \$100 monthly credit will be applied.	1	-\$100	-100.00

Total: \$ 199.00