

Managed IT Services Policy

Raptor IT is a one-stop technology solutions provider; all technology related issues are thoroughly assessed to offer knowledgeable IT Support in a timely manner. All IT Support trouble tickets and project work are billed according to the *Master Service Agreement*. Refer to the *General Services & Support Policy* for more information.

Managed IT services are a bundled monthly subscription of IT software/services offered to customers according to the *Master Services Agreement*. Refer to the *General Service and Support, and IT Support policies* for more information.

Additional Information:

Encrypted cloud backup pricing structure:

0-2 TB	Device fee: \$25/server \$5/workstation \$2/mobile Office365 fee: \$1/user Storage fee: \$0.30/GB
2-5 TB	Device fee: \$22/server \$5/workstation \$2/mobile Office365 fee: \$1/user Storage fee: \$0.26/GB
5-10 TB	Device fee: \$19/server \$5/workstation \$2/mobile Office365 fee: \$1/user Storage fee: \$0.22
10+ TB	Device fee: \$16/server \$5/workstation \$2/mobile Office365 fee: \$1/user Storage fee: \$0.18