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CNG Managed Services Support Tiers

Service	Fortify Core	Fortify Edge	Fortify 360
Guarantees			
Information Privacy	✓	✓	✓
3rd Party Cybersecurity Audit	✓	✓	✓
Make Things Right If We Fall Short	✓	✓	✓
Meet Service Level Expectations	✓	✓	✓
100% Satisfaction Guarantee	✓	✓	✓
Try Us Before You Commit	✓	✓	✓
Service Phone Calls Always Answered By A Tech	✓	✓	✓
Never Leave A Service Voicemail			✓
30-Day Money-Back Guarantee*			✓
Onsite-On-Time Guarantee			✓
We will BUY OUT Your Existing Provider's Contract*			✓
Information Privacy			✓
3rd Party Cybersecurity Audit			✓
Make Things Right If We Fall Short			✓
Meet Service Level Expectations			✓
100% Satisfaction Guarantee			✓
Try Us Before You Commit			✓
Service Phone Calls Always Answered By A Tech			✓
Never Leave A Service Voicemail			✓
30-Day Money-Back Guarantee*			✓
Onsite-On-time Guarantee			✓
We Will Buy OUT Your Existing Provider's Contract*			✓
Support			
Remote Support		✓	✓
Onsite Support			✓
Cybersecurity Event			✓

Service	Fortify Core	Fortify Edge	Fortify 360
Support			
Small Projects / Computer Setups			✓
Block Hours	Pre-Paid	Pre-Paid	Available
Dedicated Onsite Resource	Available	Available	Available
Proactive Account Management			
Weekly Tech Tips	✓	✓	✓
Payment & Invoice Portal	✓	✓	✓
Self-Service Portal	✓	✓	✓
Email Report	✓	✓	✓
Dark Web Monitoring	✓	✓	✓
Employee Offboarding / Offboarding Form	✓	✓	✓
DNS Filter Report	✓	✓	✓
IT Documentation Portal		✓	✓
Monthly Executive Report		✓	✓
Asset & Inventory Management		✓	✓
IT Budget Preparation		✓	✓
Strategic Business Reviews		✓	✓
User Management			
User Management	✓	✓	✓
Email Spam Filtering	✓	✓	✓
Email Phishing Simulation	✓	✓	✓
Cybersecurity Awareness Training	✓	✓	✓
Access Permissions Violation Monitoring	✓	✓	✓
M365 Suspected Attacks Monitoring	✓	✓	✓
Mass Data Deletion / Download Monitoring	✓	✓	✓
M365 User Account Monitoring	✓	✓	✓
White and Blacklist Spam Filter	✓	✓	✓
2FA / MFA		✓	✓
M365 or Google Workspace Backup		✓	✓
Password Manager		✓	✓
User Training			✓
Data Loss Prevention			✓
New User Setup			✓

Service	Fortify Core	Fortify Edge	Fortify 360
Computer Management			
Endpoint Protection	✓	✓	✓
24/7/365 Device Management and Alerting	✓	✓	✓
MDR / SOC	✓	✓	✓
Scheduled Preventitive Maintenance	✓	✓	✓
Patch Management – Microsoft	✓	✓	✓
Automation Escalation and Resolution of Alerts	✓	✓	✓
Service Auto-Healing	✓	✓	✓
Firmware Updates	✓	✓	✓
Computer Encryption Management	✓	✓	✓
M365 / Azure / InTune Support		✓	✓
Support & Fix Computer Issues			✓
Custom Alerts			✓
Data Loss Prevention			✓
Cyber Attack Remediation			✓
Automated Software Deployment			✓
Provision New Computers			✓
Installation of New Software			✓
Web Gateway & Content Filtering			✓
All the Time VPN for Laptops			✓
Backup & Recovery			
Computer File Backup	✓	✓	✓
Computer Image Backup	Available	Available	Available
Server File Backup	✓	✓	✓
Server Image Backup	Available	Available	Available
BCDR-as-a-Service	Available	Available	Available
Server Management			
Endpoint Protection	✓	✓	✓
24/7/365 Device Management and Alerting	✓	✓	✓
MDR / SOC	✓	✓	✓
Scheduled Preventitive Maintenance	✓	✓	✓
Patch Management – Microsoft	✓	✓	✓

Service	Fortify Core	Fortify Edge	Fortify 360
Server Management			
Automation Escalation and Resolution of Alerts	✓	✓	✓
Service Auto-Healing	✓	✓	✓
Firmware Updates	✓	✓	✓
M365 / Azure / InTune Support		✓	✓
Remote Support & Fix Server Issues		✓	✓
Custom Alerts			✓
Automated Software Deployment			✓
Cyber Attack Remediation			✓
Onsite Support & Fix Server Issues			✓
Web Gateway Content Filtering			✓
Site Management			
Dark Web Monitoring	✓	✓	✓
Power Management	✓	✓	✓
Network Monitoring & Alerting for All Network Devices & Peripherals		✓	✓
Network Management		✓	✓
Firewall with IDS / IPS-as-a-Service	Available	Available	Available