



TFC HVFRA

SUBSCRIPTION PACKAGES AND SERVICES

INCLUDED SERVICES	ENABLE	ENGAGE	ELEVATE	EVOLVE
ONBOARDING AND OFFBOARDING				
Unlimited on/offboarding requests (9 AM–9 PM ET, M–F)	✓	✓	✓	✓
License adjustments with each transition	✓	✓	✓	✓
MOBILE DEVICE MANAGEMENT				
Mac / Windows MDM with 24/7 managed services	✓	✓	✓	✓
iOS and Android device management			✓	✓
Additional managed devices	\$12/device/mo	\$12/device/mo	\$12/device/mo	\$12/device/mo
DEVICE ADMINISTRATION AND TROUBLESHOOTING				
OS and hardware troubleshooting, repair coordination	✓	✓	✓	✓
Google Workspace or Microsoft 365 management		✓	✓	✓
Additional SaaS application support		5 apps	10 apps	Unlimited
PROCUREMENT AND PROVISIONING				
Custom hardware storefront and procurement	✓	✓	✓	✓
Department-level provisioning profiles	✓	✓	✓	✓
Device lifecycle management and compliance tracking	✓	✓	✓	✓
QR code logistics (powered by UPS)	✓	✓	✓	✓
LAPTOP WAREHOUSING AND INVENTORY				
Warehouse and inventory management	\$10/device/mo	\$10/device/mo	\$10/device/mo	\$10/device/mo
Physical device inspection and refresh				✓
Upcycling and manufacturer repair services	✓	✓	✓	✓
CYBERSECURITY AS A SERVICE				
Managed SASE (Secure Access Service Edge)		Add-on	✓	✓
Managed NextGen AV / MXDR + SIEM retention			Add-on	Add-on
Managed GRC (Governance, Risk, Compliance)			✓	✓
LAN Zero Trust access controls			✓	✓
SIEM with 3-year log retention			✓	✓
SaaS backup (Google Workspace / Microsoft 365)			✓	✓
Phishing prevention, spam filtering, password manager			✓	✓
SUPPORT CHANNELS				
Limited ticketing portal	✓			
Full ticketing portal with chat		✓	✓	✓
Email support		✓	✓	✓
Zoom + RMM		✓	✓	✓
Schedule ahead			✓	✓
Slack integration (add-on)		Add-on	Add-on	Add-on
MOBILE DEVICES				
iOS device management	Add-on	Add-on	Add-on	✓
AVAILABLE ADD-ONS (ALL TIERS)				
Network monitoring and proactive management	Add-on	Add-on	Add-on	Add-on
Server monitoring, backup, and BCDR	Add-on	Add-on	Add-on	Add-on
DNS management and DMARC monitoring	Add-on	Add-on	Add-on	Add-on
Vulnerability scanning and dark web monitoring	Add-on	Add-on	Add-on	Add-on
Zoom Phone / Hosted VoIP / Secure managed printing	Add-on	Add-on	Add-on	Add-on

PROFESSIONAL SERVICES RATES

IT project scoping and execution (remote)	\$195 / hr
IT project scoping and execution (on-site, Techvera)	\$285 / hr + travel
IT project scoping and execution (on-site, subcontractor)	\$225 / hr + travel
vCIO consulting	\$325 / hr
vCISO consulting and compliance mitigation	\$395 / hr

All prices quoted per user per month unless otherwise noted. Slack integration requires Slack Pro. Supported equipment only for network monitoring.