

## ProSight Advanced Business Package

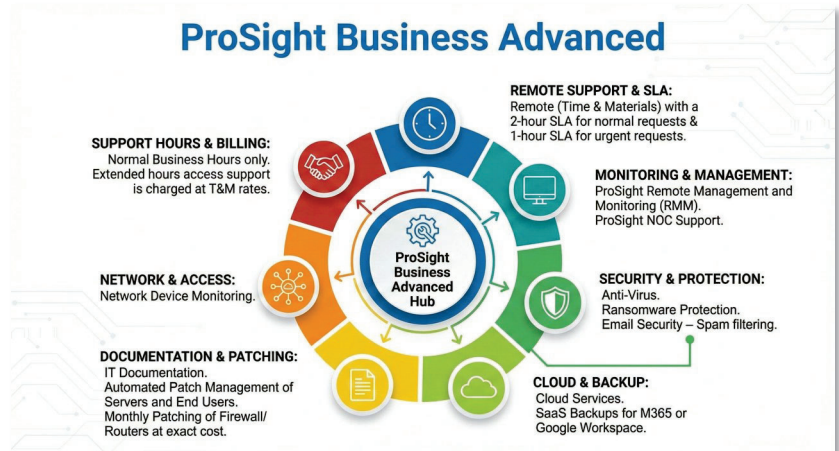
### Extend Your IT Capabilities. Automate the Grunt Work.

#### Protect your business without the overhead of an all-inclusive contract

You handle the day-to-day user needs; let us handle the infrastructure, security, and heavy lifting. The ProSight Advanced Business Package equips you with the industry's best tool stack and a team of experts to ensure your network is documented, protected, and running smoothly.

### The Enterprise Tool Stack

- **Proactive Monitoring:** We fix silent issues before they stop your business.
- **Advanced Security:** AI-driven protection against viruses, malware, and Ransomware.
- **Guaranteed Response:** Strict SLAs ensure you aren't ignored or forgotten.
- **Backup and Continuity:** Sleep easier knowing data is recoverable in minutes, not days.



### The Specifics

#### 1. CORE Services (Included)

We secure the foundation of your business 24/7.

- ✓ **NinjaOne Remote Monitoring & Management (RMM):** Gain a single-pane-of-glass view of the entire network. We use NinjaOne to automate patch management and script deployment, providing real-time health data for every endpoint without manual checks.
- ✓ **SentinelOne Anti-Virus & Ransomware Protection:** Move beyond legacy AV. We deploy SentinelOne's AI-driven Endpoint Detection and Response (EDR) to identify and rollback ransomware and zero-day threats before they lock up your user's machines.
- ✓ **ITGlue Network & Computer Documentation:** Stop guessing or hunting for spreadsheets. We document the entire environment in ITGlue, providing you with a structured, secure, and searchable "single source of truth" for passwords, configurations, and asset tracking.
- ✓ **Security & Network Hygiene:** We handle the routine maintenance cycles so you can focus on projects and users. We handle the complex bi-annual patching of internal network devices (switches, WAPs, etc.) to ensure firmware is current and stable.
- ✓ **Proactive Email Filtering:** We stop spam, phishing, and malware at the gateway—\*before\* it hits the user's inbox—drastically reducing the number of "I clicked a bad link" tickets you have to resolve.
- ✓ **Expert Remote Support:** When you are swamped or facing a complex issue, escalate to us. We guarantee a response within 2 hours for normal requests and 1 hour for urgent requests, during business hours. Billed to the minute, no 30 minute minimum.
- ✓ **Network Operations Center (NOC):** Our fully staffed NOC monitors alerts 24/7/365. We filter out the noise and jump on critical infrastructure issues immediately, often fixing them before your users even notice.

*We don't want to replace you; we want to make you the hero. By offloading the monitoring, patching, and security management to Progent, you gain the time to focus on strategic initiatives and user satisfaction.*