Nextrio Managed Services – Feature Comparison
updated October 2021

Nextrio Services	Essentials	Boost	Pro+
Proactive Planning, Consulting, and Reporting Services			
Managed IT asset tracking	☑	☑	☑
Managed hardware warranty tracking	☑	☑	☑
Quarterly proactive onsite visit and strategic advisement	☑	☑	☑
Purchasing & Return Merchandise Authorization management*	$	☑	☑
Annual technical assessment, budget projection, and strategy session	$	☑	☑
Annual external vulnerability scan and risk report	$	$	☑
Cyber due diligence assistance	$	$	☑
Proactive Security Services			
Advanced endpoint security software (anti-virus/anti-malware)	☑	☑	☑
Vetted Windows operating system patching	☑	☑	☑
Approved Microsoft, Java, and Adobe software updates	☑	☑	☑
Supported server and workstation system monitoring and alerting	☑	☑	☑
Automated virus removal (self-healing tools)	☑	☑	☑
Managed spam filtering & administration	$	☑	☑
Critical firmware updates for supported servers	$	☑	☑
Firewall management	$	☑	☑
Support Services			
Access to 24x7 support coverage (after-hours fees apply)	☑	☑	☑
Remote helpdesk troubleshooting & diagnosis	$	☑	☑
User adds, removes, and changes	$	☑	☑
Email administration (configuration changes)	$	☑	☑
Remote access configuration for users	$	☑	☑
Printing & scanning troubleshooting	$	☑	☑
Dedicated Customer Care Team	$	☑	☑
TechTasks requiring four hours or less	$	☑	☑
Onsite helpdesk troubleshooting & diagnosis	$	$	☑
Line-of-business software troubleshooting & repair	$	$	☑
Backup and Business Continuity Services			
Daily local and offsite backup of one server (1TB; additional storage available)	$	☑	☑
Daily cloud backup of Microsoft 365 or Google Workspace data	$	☑	☑
Daily cloud backup of firewall configuration	$	☑	☑
Annual statement of backup	$	☑	☑
Deleted file restoration (if file versioning enabled on server)	$	☑	☑
ISP coordination regarding Internet outages	$	☑	☑
ISP coordination regarding Internet changes/moves	$	$	☑
Automation and Administration Services			
Live dispatch	☑	☑	☑
Secure password database for client administrative credentials	☑	☑	☑
Online ticketing and management portal	$	☑	☑
Real-time asset reporting and tracking dashboard	$	☑	☑
On-demand training and education materials	$	☑	☑

* RMA service limited to workstations, servers, and storage devices purchased from Nextrio.

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