



Managed IT Services

Twotrees provides organizations of all sizes and types with the opportunity to have a fully staffed IT department available to them. Our Managed Services program offers a team of certified IT professionals dedicated to ensuring your organization's technology operates efficiently, managing costs effectively, and minimizing downtime.

Microsoft Modern Work Partner

Twotrees Managed Services meets Microsoft's high standards for customer satisfaction, technical support, and solution selling. 95% of all calls meet or exceed our client expectations.

We have many technology solutions to fit a customer's specific business needs. From traditional network infrastructure to cloud solutions, our team will design solutions that align with your goals and objectives.

Twotrees MSP is the perfect liaison between your company and your third-party vendors. Our team can assist in evaluating the solutions to make sure you receive the most from those services.

Specialists For Business, Government, and Education

Twotrees MSP serves a variety of clients:

- Manufacturing
- Finance
- Agricultural / Elevators
- CPA
- Legal
- K-12 Education

With our 40+ years of experience, we are able to work within existing systems to meet your security, networking, or other Managed IT Services needs. We have a range of certifications including, but not limited to, compliancy specialists in PCI and Security+.

Stay Focused, Increase Productivity

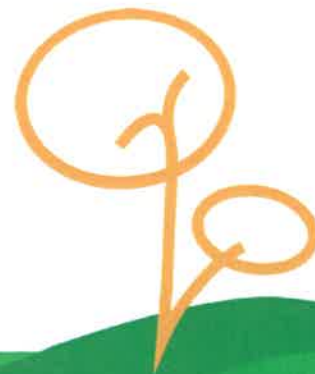
Every organization has limited resources. Twotrees Managed Services allows you to stay focused on your organization's key services or products, while we can secure and maintain your office network, end-user systems, and software. Improving not only your business workflow but also the stability and availability of your network.

Multiple Locations to Dispatch Onsite Services

Our technicians, dispatch, and support specialist are all US based. With our support teams working out of multiple locations across the United States we are able to provide local onsite services when needed.

Why Choose Us?

Twotrees MSP is there to support your business. We offer competitive rates and strive to provide reliable and effective support for all your IT needs.





Twotrees[®]

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Managed Services Program	No Plan (Regular Rates)	Twotrees MSP Premium Plan
Service Call Response Times	Within 24-72 hours	From 30 min. - 4 hours
<ul style="list-style-type: none"> Critical calls are remediated as required and escalated based on the critical nature of the services required. Noncritical services will be scheduled based on availability with the goal of providing services within 24-72 hours 	Best Effort	Next Available Engineer
	Scheduled	Scheduled
24/7 Remote Monitoring		
<ul style="list-style-type: none"> Includes daily network checks and status review, error reporting and notification, and remediation per plan 	Not Included	Included
Executive summary monthly report	Not Included	Included Monthly
Network Inventory of Devices on Twotrees MSP	Not Included	Included Monthly
Automated Patch Management	Not Included	Included
Remote Technical Checkup	Not Included	Included
<ul style="list-style-type: none"> Spyware scanning and removal* Backup job monitoring & alerting* Virus definition updates* 	Not Included	Included
	Not Included	Included
	Not Included	Included
Review & Planning meeting - Annual	Not Included	Included
Disaster recovery planning services	Not Included	Included
Network documentation	Not Included	Included
Add, remove, or change user rights in Active Directory and Office 365 User Management**	Not Included	Included
Yearly Network Assessment and User Management	Not Included	Annually

* May require additional hardware or software purchase, customer will assist in monitoring and receive alerts. Software upgrades are not included in the Twotrees MSP plans

** Options dependent on access and management of Office 365

***Travel for services for onsite support is not included and is billed at a standard rate beyond 75 miles. Software upgrades are not included in Twotrees MSP plans.