

IPS - IT Pro Solution: Service Comparison

At IPS, we provide flexible options to ensure your IT infrastructure is robust, secure, and aligned with your business goals. Choose between our flexible **On-Demand IT Support** for ad-hoc needs or our comprehensive **Managed IT & Security Services** for proactive, subscription-based management.

Comparison Overview

Feature	On-Demand IT Support	Managed IT & Security Services
Model	Prepaid, bucket hours (no expiration)	Proactive monthly subscription
Best For	Ad-hoc needs, quick fixes, project assistance	Full-scale operational continuity & security
Support Scope	Reactive troubleshooting & general support	24/7 proactive monitoring, strategy & protection

On-Demand IT Support (Bucket Hours)

Ideal for businesses needing flexible, scalable expertise without a long-term commitment. Hours never expire.

- **Starter Pack:** 10 Hours | 1–10 Users | \$150/hr
- **Growth Pack:** 25 Hours | 1–15 Users | \$135/hr
- **Professional Pack:** 50 Hours | 1–50 Users | \$120/hr
- **Enterprise Pack:** 100+ Hours | 50+ Users | \$100/hr

Includes: End-user support, M365/SaaS assistance, System Administration, Network/VPN

support, and General Service Requests.

Managed IT & Security Services (Subscription)

A comprehensive partnership ensuring performance, stability, and advanced security posture.

- **Essential:** Core IT operations, 24/7 help-desk, foundational security, and firewall management.
- **Professional:** Everything in Essential + dedicated account management, endpoint protection, threat hunting, and cloud security.
- **Enterprise:** Fully customized, including AI/GenAI solutions, penetration testing, and ICS/SCADA security.

Optional Add-on Services

Available for both On-Demand and Managed service models:

- **Hardware as a Service (HaaS):** Streamlined hardware acquisition and lifecycle management.
- **AI-Powered Digital Signage:** Intelligent content delivery for your physical spaces.
- **IT Asset Disposition:** Secure and environmentally responsible retirement of IT assets.
- **Procurement:** Professional assistance with sourcing and purchasing technology.