

# Prepared for:

**Allied Plastics LLC** 

Jennifer Neal jneal@alliedplastics.com

We have prepared a quote for you:

**Service Agreement** 

Quote # 010800 Version 1



(847)842-9570 www.excaltech.com

Monday, June 16, 2025

Thank you for choosing ExcalTech®, your trusted IT solutions partner. We make IT simple!

ExcalTech provides managed IT services across the board. Most clients are able to completely outsource their IT needs to ExcalTech, eliminating the need for an expensive in-house team to run their IT infrastructures.

Our Simple Service Agreement provides you with pre-booked, pre-paid hours for a certified, skilled engineer to perform pro-active maintenance and consultation for your infrastructure.

Some of the advantages of our Simple Service Agreement include, but are not limited to:

- Certified, skilled and trained engineers
- Single point of contact for all your IT needs
- Routine maintenance
- Consultation on your existing infrastructure

Please feel free to contact us with any questions you might have.

Regards,

Quote #010800 v1 Page: 2 of 8



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# **Monthly Services**

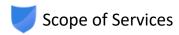
Product Details	Quantity	Recurring Price	Ext. Recurring	Recurring Option
Simple Service Agreement hours	6	\$229.00	\$1,374.00	Monthly (12
Simple Service Agreement hours pre-paid				months)
Duo MFA	105	\$3.00	\$315.00	Monthly (12
MFA billed monthly.				months)
Sentinel One - Complete w/ MDR	117	\$10.00	\$1,170.00	Monthly (12
Sentinel One - Complete with MDR				months)

Monthly Subtotal: \$2,859.00

Quote #010800 v1 Page: 3 of 8



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## Simple Service Agreement time is used for the following pro-active maintenance details:

#### Servers:

- All physical and virtual servers have sufficient available disk space
- The event log is free of critical errors
- All of the hard drives are working and RAID is healthy and error free
- Ensure a RAID management application is installed and functional in Windows with any applicable credentials logged in our documentation
- Remote access and VPN is setup and tested through firewall.
- Verify that all updates and service packs are applied to the server
- All servers physically labeled with name/IP/function
- AD roles, global catalogs and sites are configured correctly and recently reviewed
- DNS setup per industry and ExcalTech standards
- DHCP setup per industry and ExcalTech standards
- Remove user accounts that are no longer in use on the system
- · Account lockout of any duration being enforced for multiple bad login attempts on domain controllers
- Share and file level security has been audited to ensure appropriate access rights are applied to all public and private information
- Windows Software Update Services or an alternate patch management solution has been implemented

#### Data Backup:

- Perform test restores of Windows directory / program files folder/ and production data folder successfully
- Ensure that your staff is rotating backup USB hard drives (if used) properly per backup logs
- Client has and follows an offsite rotation or automated Internet backup method
- Check the backup device capacity to be able to hold additional data
- Check status of Netsafe Internet Backup service (if used)
- All service packs and updates been installed to backup software
- A job notification is setup to go ExcalTech and your office to ensure backups run
- Failure notifications for drive problems are setup per recommended standard
- All critical data and system files backed up in the backup set
- Vital data required for recovery to remote systems configured for backup
- All appropriate Backup Agents (SQL, Exchange, remote server) are installed and functioning
- Client has a disaster recovery plan documented

### Workstations:

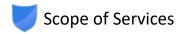
- Updates of anti-virus and anti-malware software on all workstations
- Spyware and virus removal as needed
- Defragmentation of workstations
- User training on desktop applications and basic maintenance
- Physically cleaning insides/outsides of PC's
- Adding new PC's to company domain
- Reload Operating Systems on workstations
- Scan hard drives for errors
- Delete temporary files
- Test power supply as needed
- Install latest software patches and fixes

• Remove unused programs

Quote #010800 v1 Page: 4 of 8



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#### Firewall/Router:

- Firewall/router has current licensing for all services and extended warranties are up-to-date
- Firewall/router is running the latest firmware
- Firewall/router configuration uploaded to ExcalTech documentation system
- Firewall logs been reviewed and flushed
- Check that only necessary ports are opened
- The WSM, WebUI and external access been locked down per ExcalTech standards
- Ensure all filtering and ing software is functioning and up-to-date

#### **Battery Backup:**

- The battery has sufficient capacity to hold all equipment including switches and critical equipment
- The battery has been changed within the last 2 years
- Software or scripts are setup to automatically shut down services (Exchange, SQL) properly, and then shut down the server

#### Microsoft Exchange:

- Ensure sufficient space remaining in the message store
- Ensure that the backup agent is setup to backup/restore individual messages
- Install all service packs and updates as they are released
- Message tracking with subject logging enabled
- A valid SSL installed on the server to protect web access and that it is backed up
- Ensure RPC over HTTPS and Outlook Web Access are working
- Run Exchange Best Practice Analyzer and critical alerts have been resolved
- Setup Exchange stop script in local machine policy upon shutdown

#### Microsoft SQL:

- SQL setup to backup databases to the hard drive nightly
- All service packs and updates been installed
- Sufficient drive space exists to handle database growth
- The SQL maintenance utility is properly setup

#### Anti-virus and Anti-spyware Software:

- · Currently licensed and updated anti-virus and anti-spyware applications on all systems
- Appropriate scheduled scans for all security applications have been configured for workstations and servers and time documented

#### **Wireless Devices:**

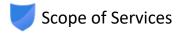
- Devices have configurations uploaded to client files
- Device information is properly recorded in our documentation
- Devices have the proper passwords and management ports open

• Devices running latest firmware

Quote #010800 v1 Page: 5 of 8



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#### **General:**

- Ensure there is a current diagram documented
- Ensure passwords for all infrastructure is logged into protected system for storage
- · Client has documented procedures for adding/removing users and workstations from the network
- Remote office/user VPN information is added to the documentation
- Critical equipment configuration files uploaded to ExcalTech documentation system for safe keeping
- Product expirations (Router, Firewall, AV) listed in our documentation and ExcalTech update system
- All third party providers listed in our documentation (ISP, Hosting Company)

#### Activities not included in program\*:

- Server operating system rebuilds or reloads
- Security audits
- Projects (Adds, Moves, Changes)
- · Addition of new equipment

#### Microsoft 365

Product Details	Quantity	Recurring Price	Ext. Recurring	Recurring Option
M365 Business Basic Amanda Doe, Aidan Sproule, Alexis Warren, Bob Lenkart, Brianna Luebbers, Brian McKinnon, Carrie Daniels, Chuck Davis, Cristal Fonseca, Christopher Marsala, Cristian Mendoza, Carmelo Soto, Chuck Vavrick, Christy Zimmermann, Derek Chris	94	\$6.00	\$564.00	Monthly (12 months)
M365 Business Basic				
Microsoft Office 365 Cloud Backup	98	\$4.00	\$392.00	Monthly (12
Microsoft Office 365 Cloud Backup 50G of Storage				months)
ExcalTech Spam Filtering	104	\$2.50	\$260.00	Monthly (12
ExcalTech Spam Filtering				months)
CSP - Microsoft 365 Business Standard Adam Heilgeist, Alex Kogutkiewicz, Alex Laphond, Adam Neal, Cory Buxengard, Cory Greene, Chance Larson, Erik Larson, Jacob Neal, Jon Larson, Joe Larson, Ryan Neal, Tom Jankowski, Tim Neal, Unassigned Licenses: 1		\$13.12	\$170.56	Monthly (12 months)
Microsoft 365 Business Standard Annual Paid Monthly				

Quote #010800 v1 Page: 6 of 8

<sup>\*</sup> This work will be billed outside of your ours and at current rate. Contact your Technology Sales Consultant for more information.



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### Microsoft 365

Product Details	Quantity	Recurring Price	Ext. Recurring	Recurring Option
CSP - Microsoft 365 Business Premium Jennifer Neal  Best for businesses that need all the apps and services included in Business Standard plus advanced cyber threat protection and device management. For businesses with up to 300 employees.	1	\$23.10	\$23.10	Monthly (12 months)

Monthly Subtotal: \$1,409.66

# DO NOT AUTO-RENEW

Description	Qty
CUSTOMER DOES NOT WANT AUTO-RENEWAL. 12 MONTH AGREEMENT ONLY AND WILL REVIEW EACH YEAR BEFORE APPROVING	
APPROVING	

Quote #010800 v1 Page: 7 of 8



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# Service Agreement



Prepared by:
ExcalTech
Firas Jabri
8477868850
fjabri@excaltech.com

### Prepared for:

Allied Plastics LLC
Attn: Jennifer Neal
150 Holy Hill Road
Twin Lakes, WI 53181
(262) 877-4700
jneal@alliedplastics.com

### Quote Information:

Quote #: 010800

Version: 1

Delivery Date: 06/16/2025 Expiration Date: 07/14/2025

# **Monthly Expenses Summary**

Description		Amount
Monthly Services		\$2,859.00
Microsoft 365		\$1,409.66
	Monthly Subtotal:	\$4,268.66
	Estimated Tax:	\$123.34
	Monthly Total:	\$4,392.00

Unless otherwise stated, this Agreement is made for immediate acceptance. Client's execution below and return of the Agreement or the issuance of a valid purchase order for the services described herein hereby constitutes an acceptance of this Agreement and its appendices, terms and conditions, and pricing. The terms and conditions herein shall prevail over any oral or written provisions issued by Client which are at variance with, or in addition to, these terms and conditions, and such additional terms and conditions are rejected unless expressly approved by Service Provider in writing. This Quote is made and entered into pursuant and subject to the terms and conditions under the Master Services Agreement ("Agreement") between the Parties at URL: https://www.excaltech.com/legal-agreements and the Parties agree to be bound by its terms.

# Allied Plastics LLC ExcalTech

Signature:		Signature:	Firas Jabri
Name:	Jennifer Neal	Name:	Firas Jabri
Title:		Title:	Technology Advisor
Date:		Date:	06/16/2025

Quote #010800 v1 Page: 8 of 8