AIT Business Technologies, LLC
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To Whom it May Concern;

Cyber risk is the top threat facing business and critical infrastructure in the United States according to the Director of National Intelligence, the Federal Bureau of Investigation, and the Department of Homeland Security. Water and Wastewater Sector entities have suffered a range of attacks, including ransomware attacks, tampering with Industrial Control Systems, manipulating valve and flow operation and chemical treatment formulations and other efforts to disrupt plant operations. Constant and persistent monitoring and testing of critical IT systems proves the best tool to combat these threats.

AIT is recommending Heart of the Valley Metropolitan Sewerage District take a more proactive managed approach to their IT infrastructure in the way of AIT Managed Services. Our managed service program allows AIT to completely mange all aspects of your critical systems. Our team will test, approve and force Windows and third-party patch updates on all computer systems. We also monitor hardware and operating system services for anomalies and we can fix small concerns before they fester into bigger issues or outages. This ensures critical security patches are installed in a timely manner and provides documentation that such patching happened.

We then run periodic security scans to provide assurance that systems are patched and as secure as they can be. A compliance score will score your systems compared to current PCI and HIPAA compliance standards to see where you stand. External scans check for external vulnerabilities and dark web scans of accounts will ensure compromised passwords are changed and no longer used. AIT then reviews scans to with management to ensure systems are patched, secured and running as efficiently as possible.

The effects of a cybersecurity attack on critical water sector operations could cause devastating harm to public health and safety, threaten national security, cause data loss, and result in costly recovery and remediation efforts to address system issues. Threat actors and viruses now move laterally between computer systems. Keeping critical systems fully patched and monitored, then doing periodic security scans ensures you are putting the best foot forward to ensure systems are secure.

We Appreciate Your Consideration

Brian Schuh
VP of Sales & Customer Relations,
AIT Business Technologies

AIT Business Technologies Service Level Comparison

	Break Fix	Basic Monitoring	Server Proactive	Fully Proactive
Standard Business Hours Support	✓	✓	✓	✓
Guaranteed Response Time	—	—	✓	✓
After-Hours & Weekend Call-Back Support	—	*	✓	✓
Remote Support Agent on all Workstations	—	*	✓	✓
On-Premise Backup System Monitoring (Daily)	—	✓	✓	✓
Server Capacity & Performance Monitoring	—	*	✓	✓
Workstation Capacity & Performance Monitoring	—	—	—	✓
Network Monitoring with Automated Alerts	—	—	—	✓
Third-Party Software Patch Management	—	—	—	✓
Quarterly External Network Vulnerability Scan	—	—	*	✓
License & Asset Management	—	—	✓	✓
Quarterly Network Health Review	—	—	✓	✓
Scheduled Preventative Maintenance	—	—	✓	✓
Windows Update Management	—	—	*	✓

*Partially Available, Depending on Environment

We are Pleased to Present the Following Proposal

Managed Services - Heart of the Valley Metropolitan Sewerage District

QUOTE #000795 V1

PREPARED FOR

HOTV Metropolitan Sewerage District

PREPARED BY

Brian Schuh

Main: 9207300500
Email: bschuh@appletontech.com
Web: www.appletontech.com

Wednesday, January 17, 2024

HOTV Metropolitan Sewerage District
Chad Giackino
801 Thilmany Rd
Kaukauna, WI 54130
chad.giackino@hvmsd.org

Dear Chad,

HOTV Metropolitan Sewerage District

Fully Managed Services Proposal

Introduction

AIT is pleased to provide HOTV Metropolitan Sewerage District with this proposal for fully proactive managed services. AIT has helped hundreds of organizations with their IT needs, and choosing to move forward with a proactive approach allows us to provide the best possible service and reliability monitoring of your network.

Security and performance problems within your network can catch you off-guard at the worst possible time, which is why more organizations are seeking proactive measures to prevent such problems from occurring.

Services Included

AIT includes the following services and guarantees as part of your monthly rate.

Standard Business Hour Support

Our staff of technicians are at your disposal Monday through Friday, 8:00AM to 4:30PM. You can reach out to us for support either by e-mail at **service@appletontech.com** or telephone at 920-730-0500. You can also contact one of our technicians directly via their cell phone or e-mail address, but for the best response time, we recommend all requests go through our main office.

Guaranteed Response Time

When requested, a technician will return your call or e-mail within 2 business hours.

After-Hours & Weekend Call-Back Support

An on-call technician will be available for call-back and remote support 24x7x365. If the on-call technician is unable to answer immediately, we guarantee a return phone call within 2 business hours.

Remote Support Agent on All Workstations

Powered by ConnectWise Automate, our remote monitoring and maintenance agent will be installed on all workstations in your environment. This agent gives us the monitoring capabilities and power to control your workstations for remote support, patch management, registry fixes, and more.

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Daily On-Premise Backup System Monitoring of Windows-Based Servers

The worst time to find out your backups are not running properly is after a failure or data loss has occurred. With us monitoring your backup cycles, you can be assured your backups will be available if you need them.

Server Capacity & Performance Monitoring

If your company's server runs low on space (or runs out completely), this means a screeching halt of your operation. It can also lead to corrupt databases and other detrimental situations. There are also times that tasks can become hung-up, causing high CPU and/or disk loads, which will cause poor performance, and ultimately, lack of productivity. We monitor all of these items so we can take action when necessary.

Workstation Capacity & Performance Monitoring

Running out of space or high CPU loads can also plague workstations, causing system instability, poor performance, or just general inconsistencies. Our agents also monitor for these conditions, allowing us to be notified and take action when necessary.

Network Monitoring with Automated Alerts

Rogue traffic on your network can cause network bottlenecks, resulting in poor performance, disconnections, and other usability issues. Our monitoring tools can alert us of these conditions so we can locate the source of the problem quickly and efficiently.

Third-Party Software Patch Management

There are multitudes of software packages that require updates to keep them secure and up-to-date. Our 3rd-party patch management handles updates such as Chrome, Adobe, Firefox and more... This allows you to keep operating business as usual.

Quarterly External Network Vulnerability Scan

Hackers are constantly trying to find ways of invading your network. The internet provides an easy way for attackers to reach your systems. A secure firewall solution is important, but at times it becomes necessary for pinholes to be open in your firewall to allow access to certain services and devices from remote. As a managed services customer, we will perform an intrusion test on a quarterly basis to determine your risk factors, if any.

License & Asset Management

It is important to know your inventory of hardware and software for many reasons, such as disaster planning, insurance, or general system upgrade cycles. We collect and organize this information, allowing us to call upon it easily when needed.

Quarterly Network Health Review

Your network is the backbone of your company. All of the devices in your office depend on it to communicate with each other. Our quarterly review of your network devices allows us to identify any weak points and recommend any upgrades that might be necessary.

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Scheduled Preventative Maintenance

Simple maintenance of your equipment can go a long way towards the longevity of your server & networking equipment. We will make sure updates are completed and equipment is maintained to prevent unplanned outages and user issues. Scheduled restarts can be completed to avoid memory leaks, performance issues and apply critical updates. We can periodically review logs, clean out temporary files, and make sure even the smallest issues are caught before snowballing into something bigger that effects performance.

Automated Windows Update Patch Management

Microsoft is constantly releasing updates for the Windows operating system, with the intention of patching security issues and improving reliability. Unfortunately, that is not always the result. In the past, certain Windows Updates have caused compatibility issues with customer software, halting their ability to operate. With patch management, we can deploy patches to certain machines in stages, allow us to perform testing before applying them to all machines on your network.

SentinelOne Managed Anti-Virus Software

Threats such as ransomware, spyware, and Trojan horses threaten to infiltrate your network around the clock every day. New threats are created and distributed around the world every single day. It is absolutely paramount to have an anti-virus program that can not only track known viruses, but can also learn your network's normal activities, and slam on the brakes when something out of normal is detected. The SentinelOne platform delivers the defenses you need to prevent, detect, and neutralize known **and** unknown threats. This managed plan includes one license for each of your Windows-based devices.

Monthly Costs / Terms

We have calculated the monthly cost for these services to be on per month basis, which is subject to Wisconsin Sales Tax (for taxable entities). Invoices shall be sent on the 1st of each month with Net 30 terms.

Length of Contract

There is no contract required, and no minimum commitment with our managed services plan. 30 day notification of service termination required.

Best Effort Services

AIT will make our best effort to provide the best monitoring and support based on the tools available and to the limitations of existing hardware. Not all hardware or software provides the same monitoring or automated update capabilities. AIT will utilize every available tool available and continuously improve our capabilities where feasible.

At AIT Business Technologies, our business is taking care of your business!

Brian Schuh

Brian Schuh
VP of Sales & Customer Relations
AIT Business Technologies

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Fully Managed Services - Reoccurring

Description		Price	Qty	Ext. Price
Monthly-Managed Services	**Fully Managed Services**	$0.00	1	$0.00
	Fully Proactive Managed Services Include:			
	Standard Business Support			
	Remote Support Agent on all Workstations			
	After Hours & Weekend Call-Back Support			
	On-Premise Backup System Monitoring (Daily)			
	Server Capacity & Performance Monitoring			
	Quarterly Network Health Review			
	Scheduled Preventative Maintenance			
	Windows Update Management			
	Quarterly External Network Vulnerability Scan			
	License & Asset Management			
	Network Monitoring with Automated Alerts			
	Third-Party Software Patch Management			
	Workstation Capacity & Performance Monitoring			
Base Charge		$250.00	1	$250.00
Physical Servers		$50.00	1	$50.00
Virtual Servers		$45.00	2	$90.00
Workstations		$25.00	18	$450.00
Network Equipment		$100.00	1	$100.00
KnowBe4		$3.00	12	$36.00
		Subtotal:		**$976.00**

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Managed Services - Heart of the Valley Metropolitan Sewerage District
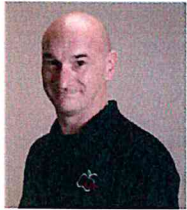
Prepared by:

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Brian Schuh
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Prepared for:

HOTV Metropolitan Sewerage District

801 Thilmany Rd
Kaukauna, WI 54130
Chad Giackino
(920) 766-5731
chad.giackino@hvmsd.org

Quote Information:

Quote #: 000795

Version: 1
Delivery Date: 01/17/2024
Expiration Date: 02/16/2024

Quote Summary

Description	Amount
Fully Managed Services - Reoccurring	$976.00
Subtotal:	$976.00
Estimated Tax:	$53.68
Total:	$1,029.68

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors. Prices valid for 30 days from the date of this proposal.

AIT Business Technologies

Signature: _Brian Schuh_

Name: Brian Schuh

Title: VP of Sales & Customer Relations

Date: 01/17/2024

HOTV Metropolitan Sewerage District

Signature: _____

Name: Chad Giackino

Date: _____

Relevant Managed Services Examples Include:

City of Weyauwega
Current Managed Service Customer
Serviced for 15+ years
37 Endpoints
Becky Loehrke

Town of Clayton
Current Managed Service Customer
Serviced for 4+ years
17 Endpoints
Kelly Wisnefske

Village of Greenville
Current Managed Service Customer
Serviced for 2+ years
50+ Endpoints
Travis Parish

Dynamic Renewables
Current Managed Service Customer
Serviced for 2+ years
Wastewater/Manure Digesters
120+ Endpoints
Bryan Fosmark

Jeta Corporation
Current Managed Service Customer
Serviced for 7+ years
30+ Endpoints
Tom Grow