

# Offering and Responsibilities Matrix

What's Inside the Digital Bunker:		Managed & Provided by TetherView	Managed By Client Tech Team	Client Has Read Only Access	Additional Fee Optional Service Provided & Managed by TetherView
<b>Environment Infrastructure</b>	HyperVisor Licensing	✓		✓	
	HyperVisor Management and Configuration	✓			
	Virtual Graphics Processing Units Available (VGPU)				✓
	Up to 12 GB RAM Included	✓			
	Additional RAM Above 12 GB				✓
<b>VDI</b>	Storage at VDI Level	✓			
	Network Configuration, Licensing & Management	✓			
	MFA	✓			
	RMM	✓		✓	
	Client Installed RMM		✓		
	Operating System Licensing	✓			
	Operating System Patching	✓	Optional		
	Accessible from Any Device	✓			
	Add a VDI in minutes	✓			
	Security See Below	✓			
	Backup and Business Continuity See below	✓			
	Compliance See Below	✓			
	Geo Fencing	✓			
	Rights Management (Directed by Client)	✓			
	Restrict Access based on Time, Location, Privileges	✓	✓		
	Template VDIs Created for each user group	✓			
<b>Pricing</b>	Per Virtual Desktop				
	Concurrent Pricing Available for Qualified	Per User			
	Use Cases				
<b>Virtual Servers</b>	Operating System Licensing	✓			
	Operating System Patching	✓			
	Expand or Decrease Storage in Minutes	✓			
	Up To 32 GB of RAM for the first 1,000 GB of Storage	✓			
	Additional RAM Available Pricing is subject to performance Requirements				✓
	RMM	✓			
	Client Installed RMM		✓		
	HyperVisor Licensing	✓			
	HyperVisor Management and Configuration	✓			
	Add A Server in Minutes	✓			
<b>Pricing</b>	Per GB of Production Storage	Per GB			
	Very Low Minimums				

# Offering and Responsibilities Matrix

What's Inside the Digital Bunker:		Managed & Provided by TetherView	Managed By Client Tech Team	Client Has Read Only Access	Additional Fee Optional Service Provided & Managed by TetherView
<b>SYNC</b>	File Sharing and Collaboration Tool	✓			
	Managed By TetherView	✓			
	Data Mapped to Primary File Storage	✓			
	Data Presented as Mapped Drive on Each VDI	✓			
	Setup as standalone Server	✓			
	Custom Build for each client	✓			
	Allow for 6 users to Edits the same file concurrently	✓			
	Compliant	✓			
	Secure	✓			
	Access Controls Based on		✓		
	User Rights		✓		
	Password Protected		✓		
	MFA		✓		
	Expiration Date		✓		
	File Drop Only		✓		
	Read Only		✓		
	Prevent Download to Shared Directories/Files		✓		
	Mobile App	✓			
	Secure Chat	✓			
	Secure Talk	✓			
	<b>Pricing</b> Included for Each VDI user	Included			
<b>Network at TetherView</b>	Cisco	✓			
	Management	✓			
	Licensing	✓			
	configuration	✓			
	Physical Equipment Owned by TetherView	✓			
	15 ISPs Blended Service	✓			
	4 Meet-me-rooms at Each Datacenter	✓			
	<b>Pricing</b> Included with all of TetherView Services	Included			
<b>Datacenters</b>	TIER III SAE16 or Greater	✓			
	Redundant Power at Each Datacenter	✓			
	127 + Feet above Sea Level	✓			
	No Datacenter Lost Power During Hurricane Sandy	✓			
	Geo Redundant Data Centers	✓			
	<b>Pricing</b> Included with all of TetherView Services	Included			
<b>Physical Servers</b>	At TetherView Datacenters	✓			
	Maintenance	✓			
	Configuration	✓			
	<b>Pricing</b> Included with all of TetherView Services	Included			

# Offering and Responsibilities Matrix

What's Inside the Digital Bunker:		Managed & Provided by TetherView	Managed By Client Tech Team	Client Has Read Only Access	Additional Fee Optional Service Provided & Managed by TetherView
<b>Backup and Business Continuity</b>	Redundant Datacenter	✓			
	File Level Backup	✓		✓	
	Snapshots	✓			
	Redundant Equipment	✓			
	NIST Framework	✓			
<b>Pricing</b>	Included with all of TetherView Services	Included			
<b>Pocket Protector (Mobile Device Management)</b>	Mobile Device Management as a Service	✓			✓
	Configuration	✓			✓
	Maintenance	✓			✓
	User Device Setup (Remotely)	✓			✓
<b>Pricing</b>	Per User	Optional			
<b>Security</b>	AntiVirus and AntiMalware (all VMs)	✓			
	Security Operations	✓			
	SIEM	✓			
	ATP Network Level & Firewall	✓			
	Firewall At TetherView	✓			
	Firewall at Client Physical Locations	✓			✓
	Additional Details Available with NDA	✓			
	DNSSEC	✓			✓
<b>Pricing</b>	Included with all of TetherView Services	Included			
<b>RMM</b>	Single Pane of Glass Monitoring	✓		✓	
	Available to Each Client	✓			
	Provides Visibility on Every VM hosted by TV	✓			
	One Physical Machine Per User is Tier 1 Provided by TV	✓			
	Reporting	✓		✓	
	Monitoring	✓		✓	
	Alerting	✓		✓	
	Remote Control of VM or Physical Device	✓		✓	
	Clients Have the option to install their own RMM tool		✓		
	<b>Pricing</b>	Included with all of TetherView Services	Included		
<b>Compliance</b>	SOC 2 Audit and Compliance to NIST 800	✓			
	FedRAMP Audit and Compliance	✓			✓
	Compliance Reporting	✓			
	Regulator Defined	✓		✓	
	On Demand	✓		✓	
	Scheduled Delivery	✓		✓	
	GPO Configuration to NIST Framework	✓			
	AD Auditing	✓			
	File Server Auditing	✓			
<b>Pricing</b>	Included with all of TetherView Services	Included			
<b>Setup and Implementation</b>	Virtual Environment Configuration	✓			
	Virtual Server Setup	✓			
	Virtual Desktop Setup	✓			
	Active Directory Setup	✓			
	Line of business application Licensing and Setup	✓			
	Requires Agreement with LOB Vendor	✓			
	Testing	✓			
	User Training to Access Digital Bunker	✓			
<b>Pricing</b>	Included with all of TetherView Services	Included			

# Offering and Responsibilities Matrix

What's Inside the Digital Bunker:		Managed & Provided by TetherView	Managed By Client Tech Team	Client Has Read Only Access	Additional Fee Optional Service Provided & Managed by TetherView
<b>Tier 0 Support</b>	Self Help FAQs	✓			
	Line of business application support	✓			✓
	Requires Agreement with LOB Vendor	✓			✓
	<b>Pricing</b> Included with all of TetherView Services	Included			
<b>Tier 1 Support</b>	Take Calls/Tickets from End Users	✓			✓
	Support to Access VDI from Physical Device	✓			✓
	Printing Support	✓			✓
	Login/Password Management	✓			✓
	<b>Pricing</b> Per User	Optional			
<b>On Site Support</b>	Local Physical Machines (To Access VDI)	✓			✓
	TV Does not Support any local device except to access VDI	✓			✓
	Local Network	✓			✓
	Printers	✓			✓
	Local Firewall	✓			✓
	Physical Printers	✓			✓
	Camera Systems	✓			✓
	Phones	✓			✓
	Access Control Systems	✓			✓
	Physical Security Outside of TetherView Facilities	✓			✓
	<b>Pricing</b> Hourly (Provided by Partner Network)	Optional			
<b>Tier 2 Support</b>	Virtual Environment	✓			
	Excluding Line Of Business Applications	✓			
	<b>Pricing</b> Included with all of TetherView Services	Included			
<b>Tier 3 Support</b>	Virtual Environment	✓			
	Excluding Line Of Business Applications				✓
	Firewalls, Network, Physical Equipment at TetherView	✓			
	Hypervisor	✓			
	<b>Pricing</b> Included with all of TetherView Services	Included			
<b>Tier 4 Support</b>	Business Software and Applications				
	<b>Pricing</b> Provided By Software Vendor	Optional			
<b>Office 365 Licensing</b>	Any Level	✓			✓
	Setup	✓			✓
	<b>Pricing</b> Per Mailbox	Optional			

# Offering and Responsibilities Matrix

What's Inside the Digital Bunker:		Managed & Provided by TetherView	Managed By Client Tech Team	Client Has Read Only Access	Additional Fee Optional Service Provided & Managed by TetherView
<b>Office 365 Maintenance</b>	User Maintenance and Support	✓			
	Compliance Setup and Maintenance per regulator	✓			
	Security Setup and Maintenance	✓			
<b>Pricing</b>	Per Mailbox	Optional			
<b>Email Migration</b>	Migrate from any Mail Platform to Office 365				
	<b>Pricing</b>	Per Mailbox One Time Fee	Optional		