



Pliancy

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IT Proposal for **NewCo**

This proposal and supporting materials contain confidential and proprietary business information of. These materials may be printed or photocopied for use in evaluating the proposed project, they are not to be shared with other parties.

Welcome to your proposal. This document describes a technology partnership that we know you're going to love. 🦄

At its core, Pliancy is a dedicated team of professionals that desire to implement the best solutions for the best clients.

To maintain the highest possible standards, we focus on two complementary verticals: Finance and Life Sciences. We understand your technology needs because we understand your business.

It's taken over a decade of refinement, but we have a clear picture of the types of organizations that we want to partner with. Our new client vetting and selection process has allowed us to grow in a healthy way, while creating wonderful technology experiences for our end-users.

This document describes the high-level details of how Pliancy approaches technology implementation and management in general, and what that means for (NewCo).

Regardless of the outcome, we've appreciated the opportunity to get to know you and your organization and wish you good luck.

Services (At a Glance)

Here's a high level, no-frills breakdown of our services. Additional details are included in the rest of the proposal.

SERVICES

IT leadership and steering

On-demand access to subject matter experts

Onsite and remote end user support and training

Audio/Video Consultation, Design and Deployment

Employee on/offboarding support, including hardware procurement

Cloud email, files, and software orchestration

Infrastructure building and design

Enterprise cybersecurity monitoring and alerting

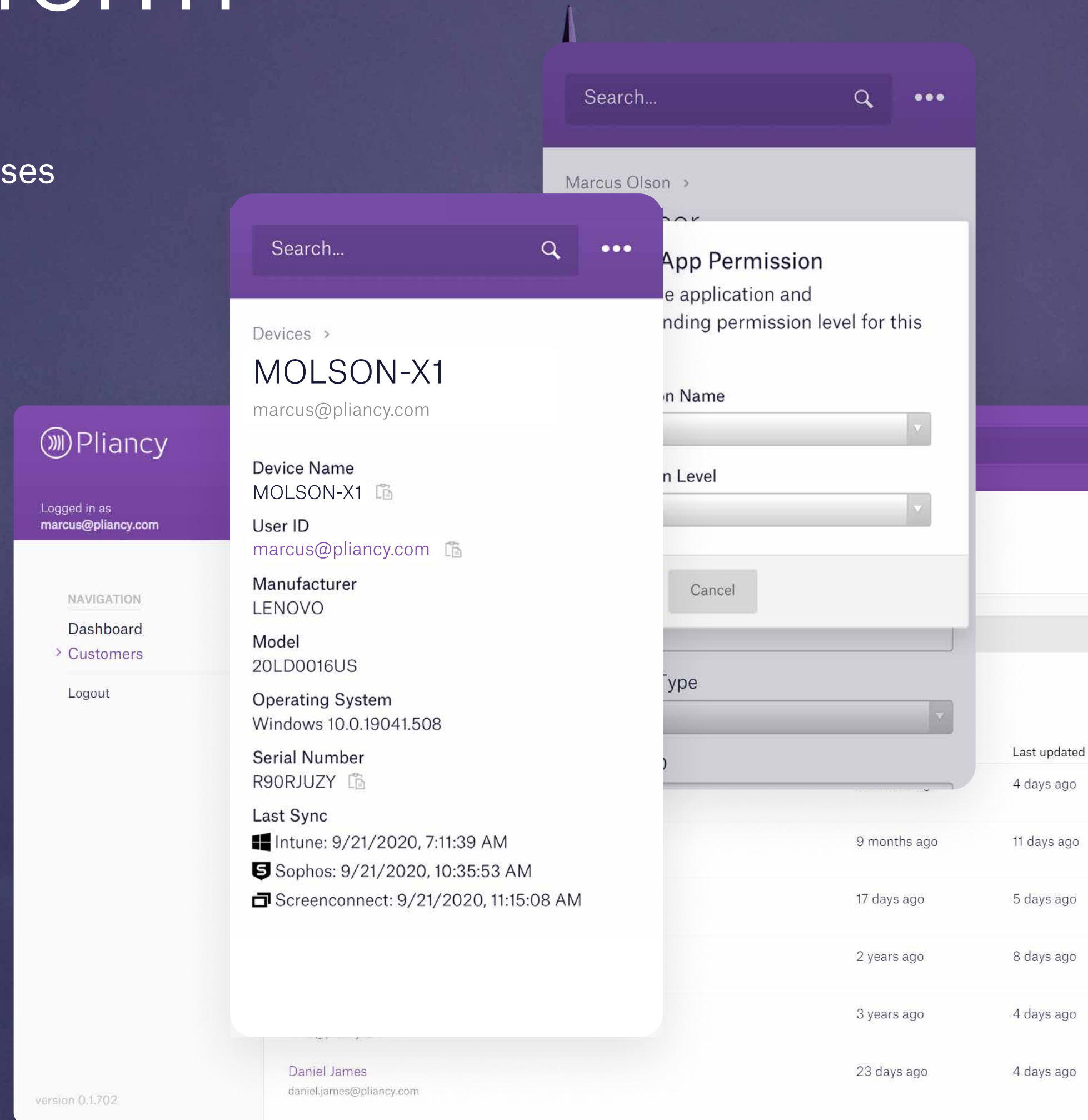
The Pliancy Platform

Our platform prioritizes efficiency. We use a combination of automation and streamlined processes to remove mundane tasks. This approach creates space for our consultants to focus on high-impact projects and meaningful user interactions.

Tailored Platform onboarding experience. Our dedicated project engineers will partner with your team to ensure a smooth transition onto the platform.

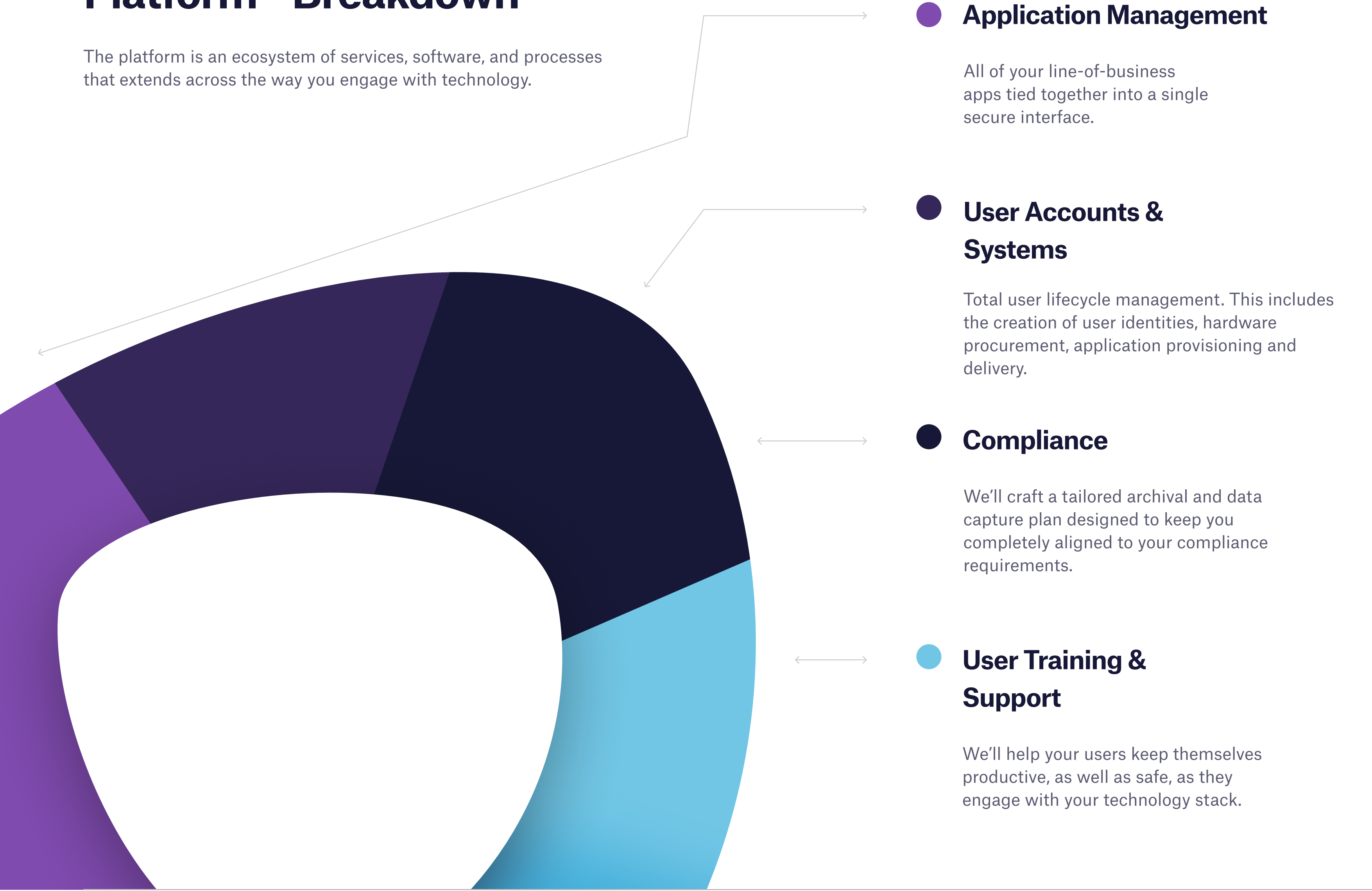
Line-of-business app management. All of your apps in one easy to access location.

Security that doesn't get in your way. We use the latest security standards to keep you safe while making sure that you always have access (without memorizing a dozen passwords).



Platform - Breakdown

The platform is an ecosystem of services, software, and processes that extends across the way you engage with technology.



● Application Management

All of your line-of-business apps tied together into a single secure interface.

● User Accounts & Systems

Total user lifecycle management. This includes the creation of user identities, hardware procurement, application provisioning and delivery.

● Compliance

We'll craft a tailored archival and data capture plan designed to keep you completely aligned to your compliance requirements.

● User Training & Support

We'll help your users keep themselves productive, as well as safe, as they engage with your technology stack.

Platform - Full

What's included?

The Full Platform ties all of your apps together with our system. This means that we handle everything from user provisioning, product licenses, to security and performance. Everything is included. Everything just works.

BUSINESS NEED

SOLUTION

Email	Office 365 Email or G-Suite Email
Core Productivity Apps	Office 365 Suite, Acrobat Standard or Pro
Spam/Threat Filtering	Mimecast / Proofpoint / MS Advanced Protection
File management	Egnyte/Onedrive/Box or Dropbox (all the way up to enterprise version if RIA/GXP Reqs)
Reporting & Auditing	Collection and storage of both our own internal and clients change logs
Identity Management	Okta (SSO) and Duo (MFA)
Archival	Smash (Web/Email & Social per request)
SaaS Backup	Spanning or other compatible product
Training	KnowBe4 for Cybersecurity Awareness/Training
Integrations	Integrating existing apps with SSO workflows
Directory Services	Legacy Active Directory & Azure
Collaboration	Zoom
Support Request Tracking	Zendesk

Platform - Lite

What's included?

Platform Lite addresses the limited number of users that only need access to email. Lite delivers enterprise-level email, email support, and security, without any of the other products and services that the average business user requires.

BUSINESS NEED

SOLUTION

Email Included in Lite	Office 365 Email or G-Suite Email
Core Productivity Apps	Office 365 Suite, Acrobat Standard or Pro
Spam/Threat Filtering Included in Lite	Mimecast / Proofpoint / MS Advanced Protection
File management	Egnyte/Onedrive/Box or Dropbox (all the way up to enterprise version if RIA/GXP Reqs)
Reporting & Auditing Included in Lite	Collection and storage of both our own internal and clients change logs
Identity Management Included in Lite	Okta (SSO) and Duo (MFA)
Archival Included in Lite	Smash (Web/Email & Social per request)
SaaS Backup	Spanning or other compatible product
Training	KnowBe4 for Cybersecurity Awareness/Training.
Integrations	Integrating existing apps with SSO workflows
Directory Services	Legacy Active Directory & Azure
Collaboration	Zoom
Support Request Tracking Included in Lite	Zendesk

Support

An incredible technology experience wouldn't be complete without great white glove support. Our consultants are proactive problem solvers that represent the best the industry has to offer. We invest a huge amount of time and money into our recruiting process in order to ensure our clients get access to top talent.

Subject Matter Experts

Every consultant is backed by a team of in-house Pliancy TechOps engineers, software engineers, and hardware gurus that have a deep knowledge of your technology stack. They create custom tooling around common problems and love digging into issues. Their time is billed at the same flat rate as our consultants.

OUR COMMITMENT

Provide highly responsive white glove support

Monitor and respond to system issues

Align your technology to compliance requirements

Procure, deploy, and maintain technology assets

Handle the technology on/offboarding of team members

Constantly seek ways to improve your technology experience

\$180/hr

OUR FLAT RATE. ALWAYS.

Support is billed in 15 minute increments, rounded up to the nearest 15 minute increment. For instance, 51 minutes of support would be rounded up to one hour and 25 would be rounded up to a half hour.

Billing is the same rate onsite, offsite, remote, and after hours. No surprises.



Endpoint Management

Dedicated Endpoint Engineering

Our Endpoint Management suite is focused on two incredibly important aspects of your technology environment: **ease of use** and **security**. The result of this is that all of your devices are securely connected to everything you use.

Our Endpoint Engineering team has created custom tooling that integrates with industry standard management tools like Intune and Addigy.

Every Pliancy end-user is enrolled in our Endpoint Management program if they're using a corporate provided asset.

THIS SUITE INCLUDES

Advanced Signature + Heuristic Anti-virus, Anti-malware and root cause analysis system

Full disk encryption with remote-wipe capabilities

Automated system provisioning and application compliance control

Endpoint patch management

Integrated endpoint remote access and support

Systems monitoring and real-time alerting to Pliancy for all customer infrastructure

Centralized cloud authentication platform with single sign-on and multi-factor authentication to all supported cloud and on-premise applications

Endpoint backup and recovery. (on request)

Billing Breakdown

✓ Pay for only what you use

✓ Cancel service anytime

✓ No contracts

We believe in simplicity and transparency in billing.
You'll never be surprised by your bill.

SERVICE	COST	QUANTITIES	SUBTOTAL
Platform Full	\$199 Per User	11	\$2,189
Platform Lite	\$99 Per User	0	\$0
Endpoint	\$99 Per User	11	\$1,089
Support	\$180 per hour, per month.	12	\$2,160

ESTIMATED FIRST FEW MONTHS

\$6.8k

ESTIMATED AVG. COST/MO

\$5.4k

Approximate Total Cost Per Month

The following is a loose approximation based on organizations of a similar size that we currently support. Your billing may be significantly lower or higher than these estimations depending on various factors.

Note that the first month tends to be more expensive than subsequent months due to the support intensive process of onboarding users to the platform, documenting and potentially reducing technical debt.

Signatures*

Name Signature Date

Name Signature Date

* I understand that the costs proposed here are not contractually binding and are being presented to serve as our best estimate for expectation setting