About the Built-in Service Plans in Barracuda RMM

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- The Service Plans
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The Service Plans

Barracuda RMM includes four service plans that have been carefully created by our experts to provide out-of-the-box monitoring for your customers, with minimal configuration required. Using these service plans, you can determine whether a customer requires simple monitoring and troubleshooting, or monitoring with ongoing maintenance and preventative actions, and then select and deploy the appropriate service plan to meet their needs.

> **Notes**
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> - **Reactive**, **Proactive**, and **Fixed Fee** are suggested service plan names and can be modified to better reflect your service structure as needed.
> - The **Barracuda RMM NOC** service plan has been designed for use by our **NOC** team.

The **Reactive Service Plan** is a baseline solution that provides monitoring, Support Assistant deployment, and reporting.

The **Proactive Service Plan** offers more enhanced monitoring, device maintenance, patching, and reporting.

The **Fixed Fee Service Plan** is a complete solution that also provides Avast Antivirus and backup and disaster recovery.

Reactive Service Plan

The objective of this entry-level service plan is to monitor and report on every device within the customer's network that has an IP address, and on applications as needed. The monitoring policies in this service plan are configured to alert when a device, application, or service fails. Note that this

service plan does not reduce or prevent network failure; it is designed to reduce technical troubleshooting, diagnoses and remediation to get the customer back up and running.

Reactive Service Plan Positioning

The **Reactive Service Plan** is typically positioned as a starter or entry-level solution that provides your customers with increased network up-time, staff productivity, and cost savings. Because you are reacting to issues, this service plan is typically sold with an expiring monthly block of troubleshooting time.

Target Customer Profile

This service plan is tailored for customers whose network is not critical to the way they deliver their business services. You can also use the **Reactive Service Plan** to gain customers who are hesitant to purchase MSP services, with the possibility of upselling to a more comprehensive service plan at a later time.

Proactive Service Plan

This mid-level service plan is designed to proactively monitor and report on ever device in the customer's network that has an IP address, and applications as needed, with an increased focus on reducing downtime. Monitoring in this service plan is threshold-based, which means that monitoring policies are configured to alert you when devices, applications, and services are *trending* toward failure.

Proactive Service Plan Positioning

The **Proactive Service Plan** is typically positioned to combined routine maintenance with proactive network monitoring. The result for your customer is a reduction of costly downtime, increased network up-time, staff productivity and cost savings.

Target Customer Profile

The **Proactive Service Plan** is designed for customers whose network is critical in terms of how they deliver their business services.

Fixed Fee Service Plan

This elite service plan is designed to replace the requirement for an in-house IT manager. The **Fixed Fee Service Plan** covers all elements of a customer's network environment, and is designed to meet

all of the customer's business needs as it relates to technology. The monitoring policies in this service plan are configured on defined thresholds to alert you in advance of failure on devices, applications, and services.

Fixed Fee Service Plan Positioning

The **Fixed Fee Service Plan** is a top-tier, fully managed services solution that is based on a fixed monthly price. This service plan aims to reduce negative business impact from IT failure, and deals with any remaining IT failures as a top priority.

Target Customer Profile

The **Fixed Fee Service Plan** is designed for customers whose network is absolutely critical in how they operate their business. This customer typically has a strong understanding of the relationship between their network and the revenue they generate.

Comparing the Built-In Service Plans

The following table provides a quick reference for comparing the services included in each of the built-in service plans:

Service	Reactive	Proactive	Fixed Fee
Baseline Monitoring	X		
Enhanced Monitoring		X	X
Server Maintenance		X	X
Server Diagnostics		X	X
Desktop Maintenance		X	X
Avast Antivirus			X*
Microsoft Windows Patch Management		X	X
Support Assistant	X	X	X
Reporting	X	X	X
Third-Party Updates		X	
Backup and Disaster Recovery			X*

*These services require activation and additional configuration. See Adding Service Modules to Services.