

## IT SUPPORT

# Remote Attended IT Support Services

Clearly defined support coverage for your end-users — what FCI handles during and outside business hours, what is billed separately, and how on-site coordination works.

**30+**

years serving financial services

**400+**

clients supported

**40,000+**

endpoints under management

## COVERED — BUSINESS HOURS

### Full remote support for your day-to-day IT issues.

FCI provides direct Remote Attended IT support to end-users, ensuring efficient troubleshooting and resolution of technical problems related to computers, smartphones, and tablets used to conduct business and listed in the FCI Asset Inventory Reports supplied to CLIENT.

#### DEVICE COVERAGE

Computers, smartphones, and tablets listed in the FCI Asset Inventory — hardware and software troubleshooting, configuration, and connectivity issues.

#### PRINTER & PERIPHERALS

Printer setup and maintenance, diagnostics, and resolution. Services also include managing software upgrades and onboarding new devices.

## AFTER HOURS

### Emergency-only support outside business hours.

Remote Attended IT support outside business hours is limited to devices already onboarded, fully operational, and supported by FCI. New device setups are not performed after hours.

"Remote Attended IT support services outside of business hours are reserved strictly for emergencies. FCI requests that CLIENT end-users assess the urgency of their issue and ensure it cannot wait until the next business day."

#### AFTER-HOURS LIMITATION

*After-hours support does not cover new device setups — including computers, smartphones, tablets, and printers.*

## Services charged per item, hour, or project.

The following services fall outside FCI's standard remote support scope and are quoted and billed separately:

- 1 Network Infrastructure**  
Design, architecture, deployment, installation, setup, expansion, rebuilding, relocating, or upgrading of CLIENT network and network equipment.
- 2 Third-Party Integrations**  
Setup or support for third-party integrations with CLIENT's systems or software.
- 3 Asset Moves & Disposal**  
Coordination for the physical move, relocation, disposal, or destruction of CLIENT's IT assets.
- 4 Hardware & Licensing Procurement**  
Procuring, providing, or renewing hardware, telecom, domain registrar services, or third-party licensing. FCI charges for its time; CLIENT pays vendors directly.
- 5 Email & File Migration**  
Migration of email or file systems.
- 6 Server Decommissioning & VDI Off-boarding**  
Decommissioning of servers and off-boarding from VDI (Virtual Desktop Infrastructure) solutions.
- 7 Hardware, Parts & Shipping**  
Physical parts, equipment, and all associated shipping charges.
- 8 Microsoft 365 Hardening, Configuration, Monitoring & User Management**  
Security hardening, tenant configuration, policy enforcement, compliance monitoring, and user lifecycle management within Microsoft 365. This is scoped separately.

## FCI supports Microsoft 365 and approved VOIP — and nothing else.

FCI provides support exclusively for Microsoft 365 and supported VOIP software. FCI does not offer support for any other productivity or operational software, nor does it provide assistance to end-users or CLIENT administrators for systems outside of these specified platforms.

### SUPPORTED

- Microsoft 365 (all apps)
- Approved VOIP platforms
- Devices listed in FCI Asset Inventory

### NOT SUPPORTED

- Third-party productivity software
- Servers and VDI infrastructure
- Software not in the approved FCI stack

## Every office location must designate an IT Liaison.

The CLIENT shall designate an IT Liaison for each office location to serve as the on-site point of contact when physical presence is required. The IT Liaison must be available on reasonable notice and capable of performing basic, non-technical tasks under the direction of the FCI IT Support Team.

- 1 Equipment Receiving**  
Receiving, unboxing, and preparing new IT equipment (computers, printers, phones, servers, IoT devices).
- 2 Cable Management**  
Connecting, disconnecting, or switching cables between devices and network equipment.
- 3 Device Resets**  
Resetting or restarting computers, network devices, or peripherals.
- 4 Shipping Coordination**  
Packaging, labeling, and coordinating the shipping or return of IT equipment.
- 5 Physical Relocation**  
Coordinating the physical relocation of devices or workstations within the office.
- 6 Asset Disposal**  
Assisting in the secure collection, destruction, or disposal of decommissioned IT assets.
- 7 Access Provisioning**  
Providing access to IT Support personnel or third-party service providers when physical access to the office is required.

"The IT Liaison does not perform troubleshooting, configuration, or technical diagnosis. All technical guidance will be provided remotely by the FCI IT Support Team."

## COMMUNICATION

*Instructions to the IT Liaison will typically be provided by email. Where clarification is required, FCI may also provide guidance via telephone or video call.*

## Questions about your IT support coverage?

Contact your FCI account manager to review your current scope, onboard new devices, or discuss after-hours escalation procedures.

### EMAIL

[support@fcybersecurity.com](mailto:support@fcybersecurity.com)

### WEB

[fcybersecurity.com](https://fcybersecurity.com)