Company Highlights

- Monarch only has certified Techs & Staff
- Monarch proactively opens tickets for clients with "waiting for approval" status
- Monarch offers contracts with "quarterly" review options
- Monarch has a simple 3 rate pricing structure
- Monarch has a "5 Minute Tech Rule", call all you want, it's covered under contract
- Monarch uses a two-stage billing system to catch billing mistakes
- Monarch billing is very detailed with the associated ticket number
- Monarch works with and is an active member of the FBI InfraGard
- Monarch is active with CISA (Cybersecurity and Infrastructure Security Agency)
- Monarch is active with US-CERT (USA Computer Emergency Readiness Team)
- Monarch uses a "Securing Information and Forwarding Policy" (encrypted USB key)
- Monarch implements a "Clients Has All Access To All Information Policy"
- Monarch can schedule firmware, system, Driver, application, and Microsoft updates
- Monarch uses the latest in RMM, Asset Monitoring AV and AI (Artificial Intelligence)
- Monarch has encrypted 2FA storage for all of its client's information
- Monarch has any needed compliancy documents i.e. NDA
- Monarch has SOPs for all Monarch clients. (Procedures)
- Monarch has a "free hours" for referrals program
- Monarch is certified and offers compliancy and/or framework consulting

  e.g., NIST-800-17x-CMMCv22, NIST-CSF, CISv8, GLBA, GDPR, ISO, WISP, SOX & SOC2, CCA, PCI, FIPS

Monarch Cybersecurity LLC
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www.monarch-cybersecurity.com

2023

N-Able, N-Sight RMM & EDR Platform

Monarch uses an advanced AI (Artificial Intelligence) RMM & EDR Platform for support. Although not mandatory some level of AV, health monitoring, remote access and good backups are mandatory to be a Monarch Cybersecurity client. If needed, we would recommend:

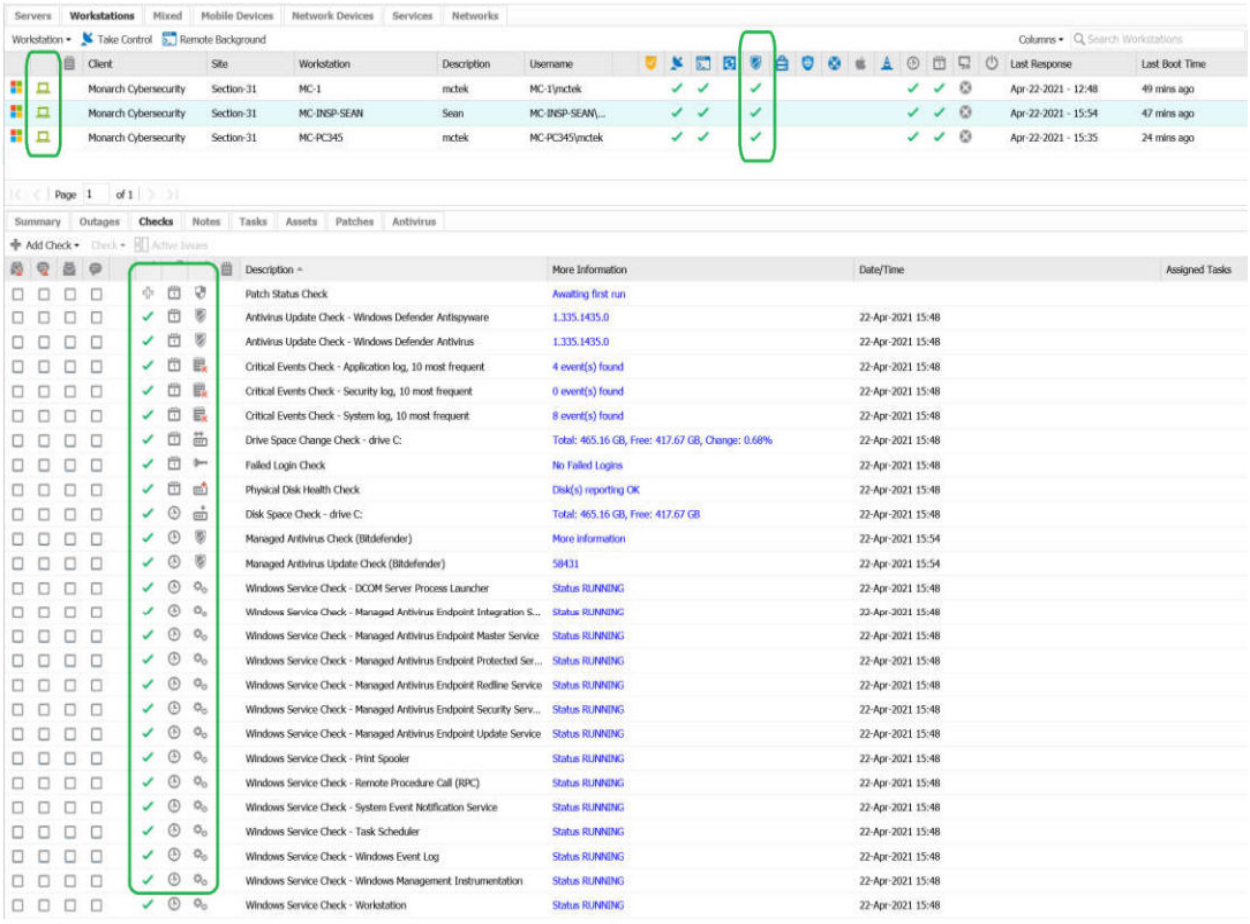
Bit Defender Antivirus (for Windows 7 & slow PC's)
SentinelOne AI-AV (artificial intelligence)
Take-Control remote services & VPN
On-Site Veeam Backups
Off-Site Veeam Backups
Patch Management
Endpoint Protection

Every client will need an encrypted drive for storage, Monarch will update on a continual basis all information ei.. Designs, web portals and access, passwords, account information and anything else of importance. In case everybody at monarch gets hit by a bus, it will be easy to move to another IT company.

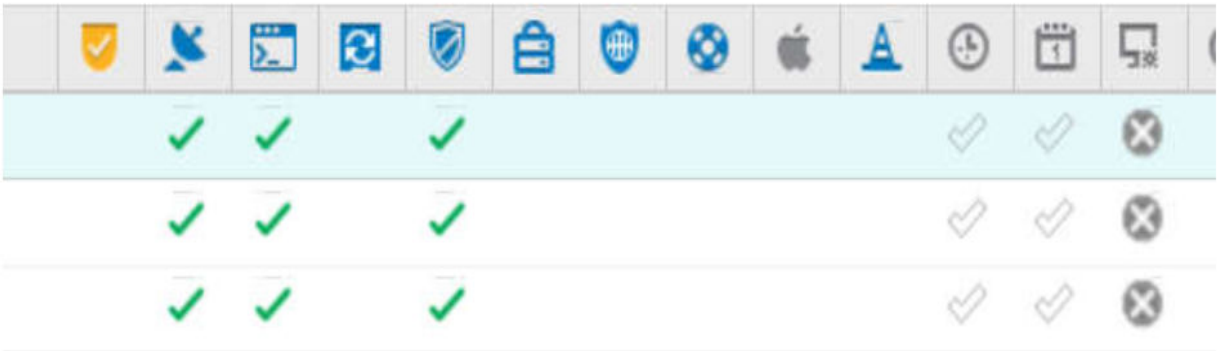
For needed Encrypted USB Keys, Please Call. They can be purchased from Amazon

Monarch Cybersecurity RMM, Health, Asset & Remote Access

You will be able to log into a website and see all of your protected computers and/or servers. The picture below shows three Monarch test computers, you can see that all assets are "Green" and healthy.



There are other columns that have no checkmarks, these are other valuable protection services that can also be added e.g. Web Protection, Endpoint Protection, Backup Protection, Patch Management and Risk Intelligence. Call and ask about these other valued protection add-ons.



Monarch Cybersecurity SEIM/SIEM Firewall, switch, SNMP & Server Monitoring System
(System Event & Information Monitoring System)

This gives Monarch immediate insight to unhealthy cybersecurity events and allows us to monitor, analyze and mitigate threats in real time.

Monarch 2023 Basic SMB Contract

- All clients need to be at minimum on the “Basic SMB Contract”
- Covers all account administration
- Covers all Sales calls
- Covers all Sales technical overviews & quotes under 30 minutes
- Covers all Tech calls under 5 minutes
- Covers all Tech work under 5 minutes
- Monarch has a “free hours” for referrals program
- Billed Monthly or Annually

Monarch Cybersecurity Request for Support Procedures

All Monarch clients are setup in Monarch's Help Desk Ticket System. This ticket system is the best mechanism for assuring that your requests are being addressed and tracked to completion and handle in the fastest timely manner. Clients who need assistance or have a support request should follow the procedure below to ensure that your request is properly documented. Only individuals on the security/contact sheet have the authority to request work and/or open ticket requests.

- Browse to www.monarch-cybersecurity.com
- Click the Help Desk button on bottom left.
- Log in using the credentials sent via email after your account was created.
- Fill in the required areas, use caution when selecting the "Priority" and click and Save.

If necessary, Monarch will be happy to create tickets on behalf of the client. Simply call the office number at (667) 307-4987 or email us at support@monarch-cybersecurity.com. Please be sure to provide a brief description of the work requested along with the priority level. ***Emergency Tickets Automatically notify all Monarch employees using a special alerting system. In the event of an Emergency and you can't open a ticket please attempt to call engineer's directly which will auto-generate an emergency ticket.***

Priority Types - Response Times (Rates)

Priority Type
Emergency - 1 to 2 Business. Day Emergency Rates
Priority - 3 to 4 Business Days
Normal - 5 to 7 Business Days

98.5% of all Emergency Tickets have had same day service

Emailing, calling or texting a field engineer directly is not a supported process for requesting assistance, however we realize calling cell phones may be needed in the event of an ***emergency***.

Monarch is not responsible for requests that have not been properly submitted.

Thank you for working with us to ensure that you receive the best possible support Monarch can provide.

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2025.2

Monarch Cybersecurity Client Chain of Command & Contact Form Introduction

Purpose: The purpose of this document is to establish a chain of command and authority in a hierarchy for Monarch Cybersecurity to follow and is a necessity for compliance customers. It clearly defines the permissions of each individual/role and provides protection to the hierarchy.

Examples of protections it can provide:

1. A subordinate trying to gain access to an executive's account.
2. Technicians cannot approve a costly project without management.
3. If a liaison leaves, gives us direction of the next point of contact.

How-To:

Section 1: President, VP, CEO, Managing Member, Board Member
Overall authority, Help-Desk & ticket access, can approve projects & expenditures, can modify this Contact Form, has access to master password list, but does not act as a liaison to Monarch. Must list at least one C-Level authority.

Section2: Administrative Contacts
Help-Desk & ticket access, can approve projects & expenditures, can modify this Contact Form, has access to master password list and is the overall liaison to Monarch. Must list at least one Administrator.

Section 3: Technical Contacts
Help-Desk & ticket access, has access to master password list, can perform technical task and can act as liaison to Monarch. Must list at least one Tech and/or Engineer.

Section 4: Billing Contacts
Can approve miscellaneous expenditures and can modify this Contact form. Must list at least one Billing contact.

Notes:
Make sure the "Date" at the bottom is current.
Form must be fully "filled-out" if changing or modifiing.
Don't forget to fill-out the "Regulatory and Compliance" section at the bottom.

(PDF Fillable Form)

MONARCH CYBERSECURITY

Monarch Cybersecurity Client Chain of Command & **Contact Form v**2023.2

Section 1: **President, VP, CEO, Managing Member, Board Member** (list at least one)

Contact1:	Contact2:
Phone#:	Phone#:
Email:	Email:

Section 2: **Administrative Contacts** (list at least one, can be the same as above

Contact1:	Contact2:
Phone#:	Phone#:
Email:	Email:

Section 3: **Technical Contacts** (list at least one, can be the same as above)

Contact1:	Contact2:
Phone#:	Phone#:
Email:	Email:
Contact3:	Contact4:
Phone#:	Phone#:
Email:	Email:

Section 4: **Billing Contacts** (list at least one, can be the same as above)

Contact1:	Contact2:
Phone#:	Phone#:
Email:	Email:

Regulatory and Compliance: NONE N/A

ie.. NIST-17x-CMMC, NIST-CSF, SOC2, HIPAA, PCI, FIPS, CISv7, GLBA/SOX ect.

Date:

Monarch Hourly Rates

- **E2 Rate - per hour ($125 Remote, $135 Onsite)** will cover desktops, laptops, BYOD, phone, printers, scanners and desktop/laptop updates, upgrades and OS support. (Desktop type work)

- **E1 Rate - per hour ($165 Remote, $180 Onsite)** will cover all Servers, C2S & S2S VPN's, AP/WAPs, NAS, NAC, Cybersecurity, Audits and Reports, Monitoring, Compliance/Framework, Firewalls, Encryption, Security Keys & Biometrics. (Server type work)

- **E0 Rate - per hour ($195 Remote, $210 Onsite)** will cover all Packet Sniffing, SIEM Analysis, Cybersecurity Forensics, Cybersecurity Mitigation, Encryption/2FA mitigation security. Legal Mitigation. (Advanced type work)

Monarch Hours of Operation

- **Standard Hours** - 9:00am to 5:00pm Monday through Friday.

- **Overtime Hours** - 5:00pm to 10:00pm Monday through Friday

- **Double Time Hours** –10:00pm to 9:00am M-F, Saturday, Sunday and Holidays.

If Monarch schedules after hours work because of booking or manpower issues, the client will not incur overtime charges.

Onsite -vs- Remote

- **Onsite Hours** – Billed a minimum of 1 hour plus travel, 30-minute increments.

- **Remote Hours** - billed in 15-minute increments.

Cancellations

Scheduled jobs require a 24-hour cancellation notice or the client will incur 50% billing of the job estimate, not to exceed more than 2 hours.

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June. 1, 2023

Late Payment Policy

Subscription Invoices are the invoices that flow through from third-party vendors like Microsoft, Veeam, Sentinel-One, SIEM, and N-Able, to name a few. When payment of these bills/invoices are late, Monarch is charged for administration, late fees & compounded interest fees which can and will be passed to you the client. **Monarch Invoices** of labor, Hardware & software are not subject to any extra fees. Please see our Late Payment Policy below. We will work diligently with our clients to clear up any issues whenever needed. Consistent late paying clients will be cut off after 30 days. "Cut-off clients" need to pay ALL outstanding invoices before getting Help-Desk & Services reinstated.

"Subscription Invoices" AND "Monarch Invoices":

30-days late- "Past-Due" Late invoices are resent with no Admin, Late-Fee and finance charges.

45-days late- "Past-Due" 15-day cut-off notice for Subscription & Monarch services are sent to client.

55-days late- Phone call to the client.

60-days late- Suspension of Subscription Services and/or Monarch services & Help-Desk tickets.

90-days late- Client goes on Pre-Pay Blocks of hours.

120-days late- You are no longer a client, accounts closed, backups wiped!