



## PCS International A-La-Carte

### What is the PCS Internationals Shared Responsibility Model for Managed Hosting?

As your Managed Hosting Provider, we have a responsibility to ensure the product we provide you is up and always running on our servers. Technicians are available via email support@pcsintl.com. Standard support hours are Monday-Friday, 8:00 AM - 6:00 PM Central Time, with 24x7x365 after-hours support available for clients who opt for enhanced service plans or hourly.

As the customer, it is your responsibility to make sure your devices, internet connection, security, and software are configured and working properly so that they can communicate with our servers. Unless of course, you have contracted us for that!

In general, if there is a self-service option available for your service, your responsibility extends to using it and we are happy to provide instructions or guidance. However, if you need additional assistance, you may contact us to discuss your options for contracting our support services.

In situations where the root cause of an issue is uncertain, PCS International will collaborate with you to identify whether the problem lies within our scope or yours. This troubleshooting will initially be done at no charge. If the problem is determined to be on your side, you can either contract us to assist further, or you may choose to have someone else assist you.

## M365 Migration and Hosting

### Our Responsibility

Annual License audit

Configure Security defaults

Configuring Region

FAQ

Migration Options

Performing Migration

Setup migration tools account

Validating Migration

### Client Responsibility

Configure Compliance manager

Configure Defender ATP

Configure Intune

Configure Policies

Configure Security Manager (beyond base deployment)

M365 User management

Password resets



## PCS AutomateIT

### Our Responsibility

Configure alerting  
Configure patching  
Configure Reporting  
Manage Scripts  
Provisioning Tenant

### Client Responsibility

Agents  
add/remove/change  
Clients  
Add/Remove/Change  
End user support

## PCS AutomateIT - Mac

### Our Responsibility

Configure alerting  
Configure patching  
Configure settings/Policy  
Provisioning Tenant

### Client Responsibility

Configure Integrations  
Configure Policies  
Configure Reporting  
Devices  
Add/Change/Remove  
End user support

## PCS AutomateIT - Telecommuter

### Our Responsibility

Configure admin user  
access  
Configure User remote  
access  
Create Clients  
Offboard User remote  
access  
Provisioning Tenant

### Client Responsibility

Configure alerting  
Configure Clients  
Configure Reporting  
End user support  
Push to client Devices  
Training of admin



## PCS Email StoreIT - Gsuite

### Our Responsibility

- Configure alerting
- Configure Backups
- Configure Reporting
- Configure Settings
- Create Clients
- Global admin oath to backup tool
- Manage Users
- Restoration of backups

### Client Responsibility

- End user support

## PCS Email StoreIT - M365

### Our Responsibility

- Config Clients
- Create Clients
- Deploy individual client instance on portal
- Provisioning Tenant

### Client Responsibility

- Authorization for enterprise backup
- Configure alerting
- Configure Reporting
- End user support
- Enterprise API Integration
- M365 Connector Configuration
- Manage Users
- Restore Backups



## PCS HostIT

### Our Responsibility

Configure DNS record  
Domain record changes  
Dynamic DNS Agent  
Add/Change/Remove  
Dynamic DNS  
Registration  
Register Domain  
Remove Domain

### Client Responsibility

## PCS MonitorIT - Changes

### Our Responsibility

Client  
Add/Change/Remove  
Config Settings  
Configure Reporting  
Create Initial user  
Provisioning Tenant

### Client Responsibility

Add subsequent users  
Configure alerting  
Configure Inspectors  
End user support  
Setup Integrations



## PCS MonitorIT - LAN

### Our Responsibility

Configure alerting  
Configure Clients  
Configure discovery on endpoint (eg. SNMP)  
Configure Reporting  
Configure Settings  
Create Clients  
Create first admin user  
End user support  
Provisioning Tenant

### Client Responsibility

Configure Syslog on end devices  
Create additional users past first  
Deploy Probe  
RMM Integrations  
User Administration

## PCS MonitorIT - Logs

### Our Responsibility

Add/Remove/Change user accounts  
Configure alerting  
Configure Reporting  
Configure Settings  
Configure Tenant  
M365 Config  
Manage client agent  
Manage Detection rules  
Provisioning Tenant

### Client Responsibility

End user support



## PCS MonitorIT - Ubiquiti

### Our Responsibility

Admin account management  
Config client Settings  
Create view only user  
Provisioning Tenant

### Client Responsibility

Cloud Adopt Device  
End user support

## PCS RestoreIT

### Our Responsibility

Provisioning portal

### Client Responsibility

Agent Add/Change/Remove  
Configure alerting  
Configure Appliance  
Configure Backups  
Configure MSP Settings  
Configure Reporting  
Create Clients  
Data Restore  
Server Failover

## PCS StoreIT

### Our Responsibility

Provisioning portal

### Client Responsibility

Agent Add/Change/Remove  
Configure alerting  
Configure Backups  
Configure Reporting  
Configure Settings  
Restore Backups



## PCS TrackIT

### Our Responsibility

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Administrative Tasks

Create Service Board

Customizations

Overall Administration

User Administration

Workflows for tickets

### Client Responsibility

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## PCS WebhostIT

### Our Responsibility

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Configure WAF

Create Hosting environment

Create user to access host

### Client Responsibility

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Content Management

End user support

Web Design

## SAAS Guardian

### Our Responsibility

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Configure alerting

Configure Reporting

Create Rules & IOC's

Provisioning Tenant

### Client Responsibility

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