

# F12 Infinite - F12 Select Comparison

		Internal IT	Legacy MSPs	F12 Select	F12 Infinite	
<b>IT Support</b>	Help Desk Support	✓	✓	✓	✓	
	Escalated Onsite Support	✓	Extra	✓	✓	
	24x7 IT Emergency Support	✓	Extra	✓	✓	
	Datacenter & Cloud Operations Team			✓	✓	
	Technician Travel		Extra	Extra	Extra	
<b>IT Management</b>	Incident Management & Notification		✓	✓	✓	
	24x7 Monitoring And Alerting		✓	✓	✓	
	Asset & Network Management	✓	✓	✓	✓	
	DNS Hosting & Management Extra		Extra	✓	✓	
	365 Management	✓	Extra	✓	✓	
	Strategic Business Reviews		✓	✓	✓	
	F12 Connect Service Automation			✓	✓	
<b>Backups</b>	Server Cloud Backups		Extra	✓	✓	
	Microsoft 365 Backups		Extra	✓	✓	
	Restoration Services	✓	Extra	✓	✓	
	Failover & Failback DRaaS		Extra	Extra	Ultimate	
<b>IT Security</b>	<b>People</b>	Identity Management	✓	✓	✓	
		Multi-factor Authentication		Extra	✓	
		Stolen Credential Monitoring			✓	
		Managed Security Training		Extra	✓	
		Managed Phish Testing		Extra	✓	
	<b>Governance</b>	Policy Samples & Advice		✓	✓	✓
		Compliance & Security Team			✓	✓
		Managed Data Encryption			✓	✓
		CIS Controls & Secure Documentation			✓	✓
		SOC 2 Type 2 Certified IT Provider			✓	✓
	IT E&O Insurance Coverage		\$1M	\$5M	\$5M	
	<b>Technology</b>	Antivirus & Anti-Malware	✓	✓	✓	✓
		Security Patch Management		✓	✓	✓
		Zero-Trust Application Service			✓	✓
		Endpoint Detection & Response (EDR)		Extra	✓	✓
Firewall(s) with Advanced Security			Extra	✓	✓	
Web & DNS Filtering			Extra	✓	✓	
<b>SOC</b>	Managed Risk Monitoring			Extra	Ultimate	
	24x7 Detection and Response			Extra	Ultimate	
	24x7 Security Operations Centre			Extra	Ultimate	
<b>IT Infrastructure</b>	Firewalls-as-a-Service		Extra	✓	✓	
	Network-as-a-Service (Wired & WiFi)				✓	
	Servers-as-a-Service				✓	
	Devices-as-a-Service (e.g. Laptops, PCs)			Extra	Extra	
<b>Cloud</b>	Azure & F12 Cloud Hosting			Extra	✓	
	Modern File System & Collaboration			Extra	✓	
	Authentication Services			Extra	✓	
	Application Servers			Extra	✓	
	Remote Desktop Servers			Extra	✓	
	Canadian Geo-Redundant Hosting			Extra	Ultimate	
<b>Projects &amp; Changes</b>	Minor Remote Change Requests	✓	Extra	✓	✓	
	Procurement Services		✓	✓	✓	
	Infrastructure Projects		Extra	Extra	✓	
	Evergreen IT Infrastructure				✓	
	Other Projects	✓	Extra	Extra	Extra	