

IT's Total Care Group Plan is Simple

- Bespoke Winery “Managed Service Provider” (MSP)
- Unlimited Support
 - Attentive and responsive Grape Squad help desk
 - Remote Management and Monitoring of Revel Network, Pandora CloudCover, Wi-fi, and other infrastructure
 - Payment processing (rates, PCI compliance)
 - Data cleansing and management
 - Custom reporting (e.g., customer segmentation)
- Select Centralized Services Included
 - Revel Guard Canopy
 - Our Software
 - CommerceConnect Fabric (CCF)
 - CCF Rewards Club
 - SavorConnect Guestbook
 - Other General IT software:
 - Remote Management and Monitoring tools
 - Industrial Wi-Fi hardware and monitoring
 - Password Management
 - Email security
- Individual Quarterly Business Reviews
 - Formal IT planning, execution, and monitoring
 - Cloud Business system evaluation, selection, optimization
 - IT roadmap progress reporting
- Group Business Reviews
 - Joint meeting with other plan members
 - Evaluate Centralized Services, other common needs
 - Periodic or on demand
 - Unified Voice (e.g., to Revel, Nexternal, other cloud solutions)
- Flat Monthly Fee

