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MC - Action1 - 2026-6-22

Quote # 075545
Version 1

Prepared for:

Madison County

Duane Thompson
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Action1 Patch Management

Action1

Action 1 Patch Management Overview

Action1 is a cloud-based endpoint management and patching platform designed to help organizations maintain security, compliance, and operational efficiency across all managed devices—whether on-premises or remote.

- **Automated Patch Management:** Seamlessly deploy Windows and third-party application updates to keep systems protected against known vulnerabilities.
- **Real-Time Monitoring & Reporting:** Gain visibility into endpoint status, software inventory, and compliance posture.
- **Remote Remediation:** Run scripts and perform remote actions instantly, helping quickly resolve issues without user disruption.
- **Cloud-Native Architecture:** No VPN or server dependencies—ideal for hybrid and remote work environments.
- **Security & Compliance:** Helps meet cybersecurity and compliance requirements by ensuring systems remain current and auditable.

By leveraging Action1, we ensure that all endpoints stay up to date, secure, and compliant—reducing risk, improving performance, and minimizing downtime.

Implementation - Statement of Work

Action1 Implementation Scope of Work

The services outlined in this Statement of Work (SOW) are limited to the specific tasks and deliverables described herein. Any additional work, including but not limited to further configuration, troubleshooting, integrations, or endpoint management not explicitly listed, will be considered out of scope.

Should the client request services beyond the scope of this SOW, such work will require a separate agreement and may incur additional fees.

- Action1 Tenant Setup
 - Create new organization
 - Configure secure admin access: enable MFA, review account permissions, setup roles
- Review prerequisites and endpoint requirements
 - Confirm with client that endpoints meet system requirements for Action1 agent
 - Plan network / firewall settings, outbound access for agent, security exclusions if needed
- Assist client with deploying agent on subset of endpoints (5%)
 - Note: Pileum can assist in installation on all endpoints or assistance with deploying agent installation via Intune or GPO under a separate services agreement.
 - Verify installed endpoints show up in console and display as "connected"
- Group endpoints and segment as needed
 - Create endpoint groups and assign endpoints into the correct groups
- Configure patching and remediation workflows
 - Manual Review: Schedule immediate deployments
 - Automate: In Automations section, create rule with filters for severity, endpoint groups, reboot behavior
 - Define reboot policy, maintenance windows and user notification settings
- Setup reporting and compliance dashboards
 - Schedule reports to be delivered via email to appropriate customer personnel

Action1 - Monthly Recurring Pricing

Item	Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
	Action1 - Price per Endpoint per Month					
ACTION1MSP-500-999-MONTHLY	Action1:500-999 Endpoints: Price Per Device Per Month	\$1.50	\$1.50	500	\$750.00	\$750.00

Recurring Subtotal: **\$750.00**

Subtotal: **\$750.00**

Implementation Services

Item	Description	Price	Qty	Ext. Price
Setup Fee	Action1 Setup Fee 500-999 Endpoints	\$950.00	1	\$950.00

Subtotal: **\$950.00**

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Quote Information:

Quote #: 075545

Version: 1
Delivery Date: 08/20/2026
Expiration Date: 09/30/2026

Quote Summary

Description	Amount
Action1 - Monthly Recurring Pricing	\$750.00
Implementation Services	\$950.00

Total: \$1,700.00

Recurring Expenses Summary

Description	Amount
Action1 - Monthly Recurring Pricing	\$750.00

Recurring Total: \$750.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date

Terms and Conditions

Terms and Conditions

Expenses: If resource is required to stay overnight, a per diem will be charged equal to the current GSA rates.

Expenses will be billed at cost, and Travel Time will be billed at one-half of the resource's billable rate. Mileage reimbursement rate = IRS standard reimbursement rate.

This Statement of Services is executed pursuant to, and incorporates by reference the terms and conditions of, that certain Pileum Corporation Master Services Agreement between Pileum and Customer identified above ("Master Agreement") (this Statement of Services and the Master Agreement are collectively referred to as the "Agreement"). Capitalized terms used herein and not otherwise defined herein shall have the respective definitions given such terms in the Master Agreement.

Except as expressly modified hereby, all terms and provisions of the Master Agreement shall remain in full force and effect. Customer does hereby certify that as of date hereof (i) Customer is not in default under the Agreement and (ii) the representations and warranties made by Customer pursuant to the Master Agreement are true and correct on the date hereof.

Cancellation

This agreement can be cancelled with thirty days prior notice. To cancel or make other adjustments to this agreement, client must send notice to cancellations@pileum.com. Customers committing to 3 Year Term can cancel after initial term has elapsed with 30 days prior notice. Customers with 3 Year Term who cancel prior to the end of the 3 Year term will have the waived implementation invoiced with their final invoice.

Action1 License Agreement

License Agreement

Appendix 1

Software License Agreement: Third Party Components

Action1

Confidentiality and Privacy

By using Action1 service, you consent to our collection and monitoring of your activity data, including login times, access history, and resource usage. We may use automated tools to analyze this data for security purposes and to enhance system performance, and we reserve the right to take corrective actions if necessary. We will only use your data in accordance with our [Privacy Policy](#), and we will not share or sell it to third parties unless required by law.

Limitation of Liability and Indemnity

IN NO EVENT SHALL ACTION1 OR ITS SUPPLIERS HAVE LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS INFORMATION AND DATA), HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, EVEN IF ACTION1 AND ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

THE TOTAL LIABILITY OF ACTION1, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE, WILL NOT EXCEED, IN THE AGGREGATE, ONE HUNDRED AND FIFTY U.S. DOLLARS (\$150).

You agree to indemnify Action1 and its affiliates and suppliers from any and all claims, liability and expenses, including reasonable attorneys' fees and costs, arising out of your use of the Service or breach of this Agreement (collectively referred to as "Claims"). Action1 reserves the right, in its sole discretion and at its own expense, to assume the exclusive defense and control of any Claims. You agree to reasonably cooperate as requested by Action1 in the defense of any Claims.

Warranty

Action1 will undertake commercially reasonable efforts to make the Services available and provide Support in accordance with the levels set forth hereunder. Action1 does not warrant that the Services shall be uninterrupted and error free.

THE SERVICE, SOFTWARE, ANY DOCUMENTATION, AND ANY UPDATES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. Action1 AND ITS SUPPLIERS SPECIFICALLY DISCLAIM ALL IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. THE FOREGOING LIMITATIONS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, REGARDLESS OF WHETHER ACTION1 OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF WHETHER ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

Software License Agreement: Third Party Components to Action1

The list of all third party components will be maintained and can be found on the website at the following

URL: <https://www.action1.com/legal/3rd-party/>