INFORMATION TECHNOLOGY

Managed IT Services

A True IT Partnership

Your time is precious. You have more important issues to deal with than your computer network. It is, however a critical enabler to your business and needs attention to ensure it's running predictably, optimally and securely. Our managed IT partnership is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

Program Advantages

Increased Productivity:
Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

Reduced Business Impact from IT Failures: Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.

Reduced Network Downtime Through Proactive Maintenance:
Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

Program Features

Advanced Performance Monitoring: Ensures all of the critical network devices that comprise your business network are healthy and functioning reliably and optimally.

Scheduled Preventative Maintenance: Ensures that your servers, PC's and other vital network devices function optimally. This improves reliability and security.

Network Health Review: Dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you.

Remote and Onsite Support: Ensures the utmost in business stability and reliability. Your monthly price covers both remote and onsite support.

Management for a Wide Array of Infrastructure:
- Network services for firewalls, routers, switches, wireless and data protection
- Collaboration and productivity services such as voice, Webex, video meetings, Microsoft applications and services
- Data Center support for servers, storage, data backups and data protection
- Cloud Services through Microsoft, AWS and others
- End User Device services to update, deploy, secure and manage

Managed Server

- Advanced Performance Monitoring
- Configuration Management & Critical Maintenance
- Defined Configuration Changes
- OS Patch Management
- Preventative Maintenance
- Anti-virus Monitoring & Management
- Business Hours or 24x7 Helpdesk Support & Incident Resolution

Managed Workstation

- Advanced Performance Monitoring
- Defined Configuration Changes
- OS Patch Management
- Scheduled Preventative Maintenance
- Helpdesk Support & Incident Resolution
- Managed Anti-virus

Managed Backup

- Backup Deployment & Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs
- Data Center Replication & Disaster Recovery

Managed Voice

- Voice Moves, Adds, & Changes
- Voice System Review and Recommendations
- Incident Diagnoses & Remediation
- Monitoring & Alerting of Critical Voice Elements

Managed Network

- Firewall Management & Maintenance
- Router & Switch Monitoring
- Network Mapping
- IP Address Management
- Defined Configuration Changes
- Business Hours or 24x7 Helpdesk Support & Incident Resolution

Enhanced Options

- Monitoring and Device Alerting
- Cisco Umbrella Management
- Cisco Voice & Webex Collaboration Management
- Cisco AMP Management
- MFA Configuration and Management
- SIEM Management
- Identity Services Engine Management
- Spam and Web Filtering

Service Reports

Understand your IT ecosystem and performance with custom reports and recommendations.

Patch Status Reports - Status of Microsoft patching on workstations and servers to help ensure your environment is up to date and secure.

Endpoint AV Status Reports - AV status reports provide detailed information on AV statuses for devices in your environment.

Environment Ticketing Report - Detailed breakdown of all the tickets generated for your environment. See who, when, and what type of tickets are being worked on and identify trends to optimize your organization's efficiency.

Backup Status Report - Increase reliability that you have functioning backups of the environment to minimize downtown time in the event of security incident or catastrophic event.

Remote Access Report - Log who is accessing your environment remotely and when.

Device Warranty Status - Review devices in and out of warranty to ensure vendor support and allocate budgets for replacement.

OS Lifecycle Report - Understand when specific Operating Systems go End of Support and become potential security gaps.

Licensing Status Report - Bring visibility to the licensing in your environment to reduce the risk of lapse of service resulting in downtime or security gaps.

Security Activity Report (Umbrella) - The Security Activity report highlights security events generated by your organization's identities visiting destinations flagged—but not necessarily blocked—by Umbrella security researchers as a threat. This includes security events filtered through the Intelligent Proxy and File Inspection.

Network Endpoint Inventory (ISE) - An inventory of what devices are connected to your network. This ensures only trusted devices have access to your no network and no rogue/untrusted devices have connectivity.

Firewall Event Logs - Identify what connections were denied as the result of being suspicious by the firewall paired with a list of flagged potential security events that can be reviewed to ensure proper firewall settings are in place and identify trends of potential larger malicious attempts on your environment.

Server Event Logs - Identify and track significant events in your server environment. Capture who and when users are logging in and help identify root causes of any problems that occur in your server environment.

Increase operational efficiency with our skilled and experienced team.
Get in touch to find out more!