

# MANAGED SERVICES SYSTEMS AND HARDWARE

Company name's expertise in many diverse types of hardware and systems makes them a robust choice when it comes to managed services. To give you an idea of what's covered, we've included some baseline systems, hardware below.

## Network Device Monitoring and Management

### ROUTERS



#### Class 1 Router

- Basic configuration
  - Static routing
- Single WAN interface



#### Class 2 Router

- Advanced configuration
- One or more WAN interfaces
- Static + dynamic routing
  - VPN services



#### Class 3 Router

- All Class 2 features
- Adds QoS and VoIP
- Router firewall feature sets

# SWITCHES



## Class 1 Switch

All Layer 2 switches



## Class 1 Switch Stacked

Layer 2 stacked configuration



## Class 2 Switch

All Layer 3 switches



## Class 2 Switch Stacked

Layer 3 stacked configuration



## Class 3 Switch

Layer 2 or 3 Switches, Complex configuration, QoS , ACLs, Firewall features



## Class 4 Switch

All chassis style switches

# FIREWALLS



## Class 1 Firewall

- SOHO firewall
- Defines open ports
- NAT for public/private IPs



## Class 2 Firewall

- Defines ports and NAT
- Supports DMZ and/or Extranet
- VPN services supported



## Class 2 Firewall High Availability

- Same as Class 2 Firewall
- Active/passive or active/active cluster
- Failover redundancy



## Class 3 Firewall

- All Class 2 Firewall features
  - Adds QoS and VoIP
- Advanced firewall feature sets



## Class 3 Firewall High Availability

- Same as Class 3 Firewall
- Configured for HA clusters
- Active/passive or active/active deployment



## Uninterruptible Power Supply

- Monitors batteries
- Tracks humidity
- Monitors temperature



## Wireless Access Points

- Devices for wireless access
- Grants network connectivity



## VPN Concentrator

- Supports single/multiple VPN tunnels



## WAN Accelerators

- Devices for WAN optimization and performance



## SPAM Firewalls

- SPAM firewalls
- SPAM filtering



## WAN Aggregators

- WAN aggregation devices



## SAN

- Storage Area Network devices



## WAN Link Monitoring

- Monitors telco circuits connected to managed devices



## WAN Link Vendor Management

- Coordinates with telco providers
- Acts as middleman for issue resolution



## Configuration Backup

- Backups and stores managed device configs
- Tracks configuration changes

# Workstations



## Software Distribution

- Sets up distribution points
- Customizes installations
- Tests application packages
- Deploys to clients (4/year)

# Server Monitoring and Management



## Active Directory Monitoring

- Tracks Active Directory-related events
- Monitors performance counters



## Active Directory Maintenance

- Responds to alerts
- Handles user account creation/deletion
  - Manages group policies
  - Organizational unit design
- Security group administration

# Common Workstation/Server/Network Device Services



## Vulnerability Scanning

- Scans for known and potential exploits in OS, devices, apps



## Patch Assessment

- Detects missing or failed patch deployments



## Patch Deployment

- Detects missing or failed patch deployments



## Remediation

- Performs corrective work in response to alerts



## Helpdesk & Issue Remediation

- Responds to alerts
- Provides end-user helpdesk support



## Antivirus Management

- Monitors antivirus settings
- Ensures DAT files are current
- Alerts for potential infections

# Proactive Maintenance

Includes regularly scheduled work to be performed on a weekly, monthly or quarterly basis to prevent significant downtime in response to a major alert. The work performed would be specific to the workstation, server or device.



## Network Devices

- Firmware upgrades
- OS hardening
- Service optimization



## Databases

- Optimization and tuning
- Maintenance plan fine tuning



## IIS

- Website performance tuning
  - IIS Lockdown
- Internet application upgrades



## Exchange

- System optimization
- Mailbox management
- Information Store defrag



## Servers

- OS optimization
  - Drive defrag
- Firmware/BIOS upgrades
- Hardware upgrades



## Workstations

- OS optimization
  - Drive defrag
- Hardware upgrades



# Backup Monitoring and Management



## Restore Verification

- Quarterly restore tests
- Validates backup integrity
- Ensures data retrieval possible