



Service Assurance Solutions

	Foundation	Foundation Plus
IT Ops/ Data Center		
Install/Configure systems event monitoring, management and forensics tools.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor & Manage Events - systematically observe critical services for change of state.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Incidents - Identify events impacting or threatening service levels. Prioritize and notify.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alert Tuning - continuous improvement of monitoring.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Measurement and Reporting tuned to support good decision making and build confidence.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Dashboard & Portal providing full infrastructure visibility and ticket management.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configuration Change Tracking - ensure changes from incidents and upgrades are captured.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Advanced Reporting - supports improved Capacity, Performance & Availability Service Levels.		<input checked="" type="checkbox"/>
Troubleshooting and Resolution Management Lead to resolve incidents quickly & conclusively.		<input checked="" type="checkbox"/>
IT Ops/Desktop		
Remote Monitoring and Management - monitor the health of user desktops and notify of incidents.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Access - enable remediation of end-user incidents without interruption.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reporting - provide a complete understanding of the health, licensing, and patching status of desktops.	<input checked="" type="checkbox"/>	Enhanced
Scripting and Automation - tools that amplify IT staff productivity and leverage common scripting tools.	<input checked="" type="checkbox"/>	Managed
Patch Management - reduce vulnerabilities through consistent patching of OS and 100+ 3rd party apps.	<input checked="" type="checkbox"/>	Managed
Automate Backups -ensure desktop data protection.	Optional	Optional
Managed Anti-Virus - advanced threat security.	Optional	Optional
IT Secure		
Endpoint Security - Defense in depth approach including tools for threat surface reduction, AV, anti-exploit & anti-ransomware. AI based.	<input checked="" type="checkbox"/>	Managed
External Vulnerability Scanning - monthly assessment of threats, misconfigs, SSL certs, etc. + actions.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DNS Security - Cloud based secure internet gateway with DNS and firewall security .	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Detection & Response - 24/7 threat hunting to find hidden threats & persistent footholds.		<input checked="" type="checkbox"/>
Internal Vulnerability Scanning - regular scans of internal & external security vulnerabilities		<input checked="" type="checkbox"/>