



MANAGED SERVICES

VirtuWorks takes pride in our comprehensive offering of Managed IT Services and uses reasonable efforts to service and maintain all Customer Systems in accordance with the following:

Security & Monitoring Services

- End-Point Security Management (Security for all your user devices)
- 24/7 Server Monitoring:
 - Critical Processes, Services, Events, Warnings and Errors
 - Performance – Memory and CPU
 - Disk Utilization
 - Network Device Outages
- Firewall Security Management
 - Firewall Log Recording to our datacenter
 - Firewall Rules Management
 - Firewall Configuration Changes
 - 24x7 Monitoring of Firewall Availability
 - 24x7 Response - Remote Support of Firewall Outages
 - Software & Firmware Updates
 - 24x7 Management / Monitoring / Remediation of all VPNs
- Perimeter Control and Security Management Off or On-Premise (Intrusion Protection, Intrusion Detection)
 - User Management
 - Monitoring and Remediation of triggered security alerts
 - Continuous External Penetration Scans performed weekly / Remediation
 - Continuous Internal Penetration Scans performed weekly / Remediation (when Nessus is made available to us by the customer)
 - Security Information and Event Management (SIEM)
- Cloud Security Management:
 - User Access Monitoring / Auditing / Archiving
 - 24x7 Snort Monitoring and Packet Archiving (15 days of forensic packet data is stored)
 - Emerging Threats Blacklist (blocks known Criminal Organizations and Ransomware hosts)
 - Outbound HTTP/HTTPS Proxy on all outbound traffic
 - Log Management and Archiving
 - Log Monitoring and Alerting / Action on Threats
 - Continuous Penetration Scans performed weekly and Remediated
- Use of enterprise quality toolsets and process to monitor and manage networking, server, and storage
- Enterprise-Class Monitoring and support of IT infrastructure including; security elements, networks, servers, backup, disaster recovery, wireless access points, applications, databases, and more
- Enterprise-Class Continuous Monitoring tools for database, operating system, and hardware issues

- Customer Visibility of Real-time Portal Monitoring of their full infrastructure stack (Networks, hosts, guests, applications, processes and resource components)
- Monitoring reports including availability and uptime
- Domain registrar and DNS administration
- Virus, malware and spam protection
- Web filtering
- Capacity analysis and forecasting
- 1m Cyber Protection Insurance
- On-site intervention when needed

Software & Hardware – Product Support and Maintenance

Server & Application Management

- On-site intervention when needed
- Remote Software Installation, Configuration and Continuous Compliance
- Remote Server Management:
 - Configuration Changes
 - Disk Capacity Management
 - Clustering and Replication Management
 - Monthly Disk Defragmentation, Disk Check and Cleanup
 - Monthly Release, Review, and Testing of New & Approved Microsoft Security Patches
 - Microsoft Active Directory and Microsoft Exchange
 - Support & Troubleshooting
- Management and Hosting of Corporate and Media sites
- Patching and update management
- Microsoft & Linux Servers, VMware & Virtual environments, Enterprise solutions (i.e. HP, Verizon, Watchguard, Veeam, Zerto), supported
- Management of CPU, disk utilization, memory, file monitoring
- Management of Public, Private or Hybrid cloud environments in any configuration over multiple data centers and locations
- Virus or Threat Correction
- Anti-Malware and Anti-Virus Management & Policy Management
- Virtual infrastructure management and support
- Customer and Licensed Software Application Monitoring & Support

Network Management

- On-site intervention when needed
- Remote Firewall Management:
 - Firewall Rules Management
 - Firewall Configuration Changes
 - 24x7 Monitoring of Firewall Availability
 - 24x7 Response - Remote Support of Firewall Outages
 - Software & Firmware Updates
 - 24x7 Management / Monitoring / Remediation of all VPNs
- Router/Modem
 - Router/Modem/WAP Configuration Changes
 - Printer Software & Firmware Updates
 - 24x7 Monitoring of Router Availability
 - 24x7 Response - Remote Support of Router Outages
- Switch Management:
 - Switch Configuration Changes
 - Software & Firmware Updates
 - 24x7 Monitoring of Switch Availability
 - 24x7 Remote Support of Switch Outages
- Printer Management
 - Printer Configuration Changes
 - Printer Software & Firmware Updates
 - 24x7 Printer Monitoring of Availability
 - 24x7 Response - Remote Support of Printer Outages
- Wireless Network Management
 - Wireless Network Configuration Changes
 - Wireless Network Software & Firmware Updates
 - 24x7 Wireless Network Monitoring of Availability
 - 24x7 Response - Remote Support of Wireless Network Outages

Data Management & Storage

Data storage, Warehousing, and Management

- Application and database monitoring and support
- Cloud Data Storage and Management (*Add-On Optional Service)
- Hosted/SaaS Microsoft Office, SharePoint, Email, and more
- Hardware-as-a-Service

Data Backup and Recovery

- 14 days Backup Image Retention (for servers in our Cloud)
- Backup Restoration Support
- Backup Selection and Retention Management and Support
- Backup Monitoring and Reporting
- Backup Error and Failure Support
- Client Alerting for Critical Backup Events
- Quarterly Backup Restoration and Recovery Testing

Workstation Management

- On-site intervention when needed
- Remote Deployment, Setup and Management of:
 - Power Settings
 - Mapped drives & Printers
 - Optical & USB Drivers Access Control
 - Single Desktop Profile Migration Assistance
 - Remote Authorized User Profile Migration Assistance for Windows
 - Desktop profile copy and migration to new PC
 - Support & Troubleshooting
 - Move/Add/Changes IMAC Hardware & Software
 - Disk Defragmentation, Disk Check and Cleanup
- Anti-malware and Virus Management & Patch Management:
 - Licensing for all Workstation Endpoints
 - Software Installation, Configuration and Continuous Compliance
 - Latest Anti-malware & Antivirus Definitions and Policy Management
 - Virus or Threat Correction
 - Review, testing and release of all approved New Microsoft Security Patches

IT Project Consulting

- On-site intervention when needed
- Project Management:
 - Project Management of any technology related tasks which are complex in nature
 - Planning Meetings / Consultation / Plan Design
 - Dedicated Project Manager
 - Project Tracking and Reporting
- On-site intervention when needed

Additional Client Services

- Delivery & Customization of Service Level Agreements (SLA)
- Provisioning of Hosted Services and Authority
- Emergency Authorized User Request
- Quarterly Client Reporting, Service Review and Roadmap
- Discovery/Research of New Solutions
- Purchasing Logistics
- Configuration Changes, Performance Enhancements, and Upgrades
- Documentation Review and Update
- Customer Satisfaction Review
- Quarterly Business Reviews
- Backup Design and Implementation Planning
- Third-Party Vendor Management
- Asset Management / Reporting
- Disaster Recovery Consultation / Design / Implementation / Testing