

# MANAGED SERVICES CATALOGUE

CATALOGUE



WE ARE AND ALWAYS WILL BE  
#PARTNEROBSESSED

insentra

# ABOUT INSENTRA



## WE DARE TO BE DIFFERENT

Insentra is a collaborative IT partner delivering specialised professional and managed services through the IT channel. Our partner-centric model provides the IT partner community direct access to industry expertise in a way that's truly non-competitive.

We are partner obsessed. We transact exclusively through our partners.

Insentra's success is based solely on getting the job done for you and your customers or end users. We have extensive experience working with partners and clients, big and small, across all industry verticals so we can help your business regardless of its size or specialisation.

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# MANAGED PLATFORMS

## POWERED BY ENHANCED SUPPORT SERVICES

In today's complex IT environment, the required technical competencies are wide and varied and organisations can rarely afford to have IT professionals on staff with deep expertise for every part of their infrastructure.

Insentra can manage your important IT needs so you can concentrate on what your business does best. Our Enhanced Support team specialises in proactively identifying and resolving IT problems before they become costly business risks. We aim to minimise downtime exposure in your business through proactive maintenance and by managing support requests. If required, our team of experts can assume ownership and responsibility for managing your environment.

Our approach is to be seen as an extension to your team and capabilities. We are your virtual team supporting your changing requirements and your organisation's growth, all within your financial means.

Transparency of service delivery is important to us, hence we provide honest, open and highly visible reporting on all elements of service agreement deliverables.

## SUPPORT TIERS

Insentra's Enhanced Support Service has two offerings with two support tiers: Gold and Platinum. Clients can select Preventative Maintenance Services; and/or Reactive Support Services.

PREVENTATIVE MAINTENANCE		
SERVICES	GOLD	PLATINUM
Support Hours	8x5	24x7
System Monitoring	8x5	24x7
Patch Management	✓	✓
Health Checks and Remediation	✓	✓
Preventative Monitoring	✓	✓
Monitoring Reports	✓	✓
Alert Notification, Investigation and Remediation	✓	✓
Daily Checks	✓	✓
Service Delivery Reports	✓	✓
After Hours Support	✓	✓
Root Cause Analysis	-	✓
Application Testing	-	✓
Advanced Monitoring	Reactive Service	Proactive Service

REACTIVE SUPPORT		
SERVICES	GOLD	PLATINUM
After Hours Support	Reactive	Proactive
Escalations	8x5	24x7
Designated Callers	Unlimited	Unlimited
Access to Consultants	✓	✓

# WHAT MAKES INSENTRA'S MANAGED SERVICES DIFFERENT..



**Deep expertise** within a dedicated pool of technology experts at affordable price points



**Safe, proven and reliable** service "hands" with years of learnings, experience and application of enhanced support and a proven track record for delivering best practice infrastructure management. We are a trusted resource



**Transparency of service delivery** honest, open, and highly visible reporting of all elements of service agreement deliverables



**Innovative and advanced** service delivery toolset and processes – implemented to underpin most contemporary, efficient and effective delivery of infrastructure support practices



**Tailorable** to your support needs and affordability (risk, cost, benefit)



**Extension** to your in-house capabilities and team membership



**Mature Extensive Services Catalogue** always being enriched – Service Agreements compiled and assembled from a catalogue of services



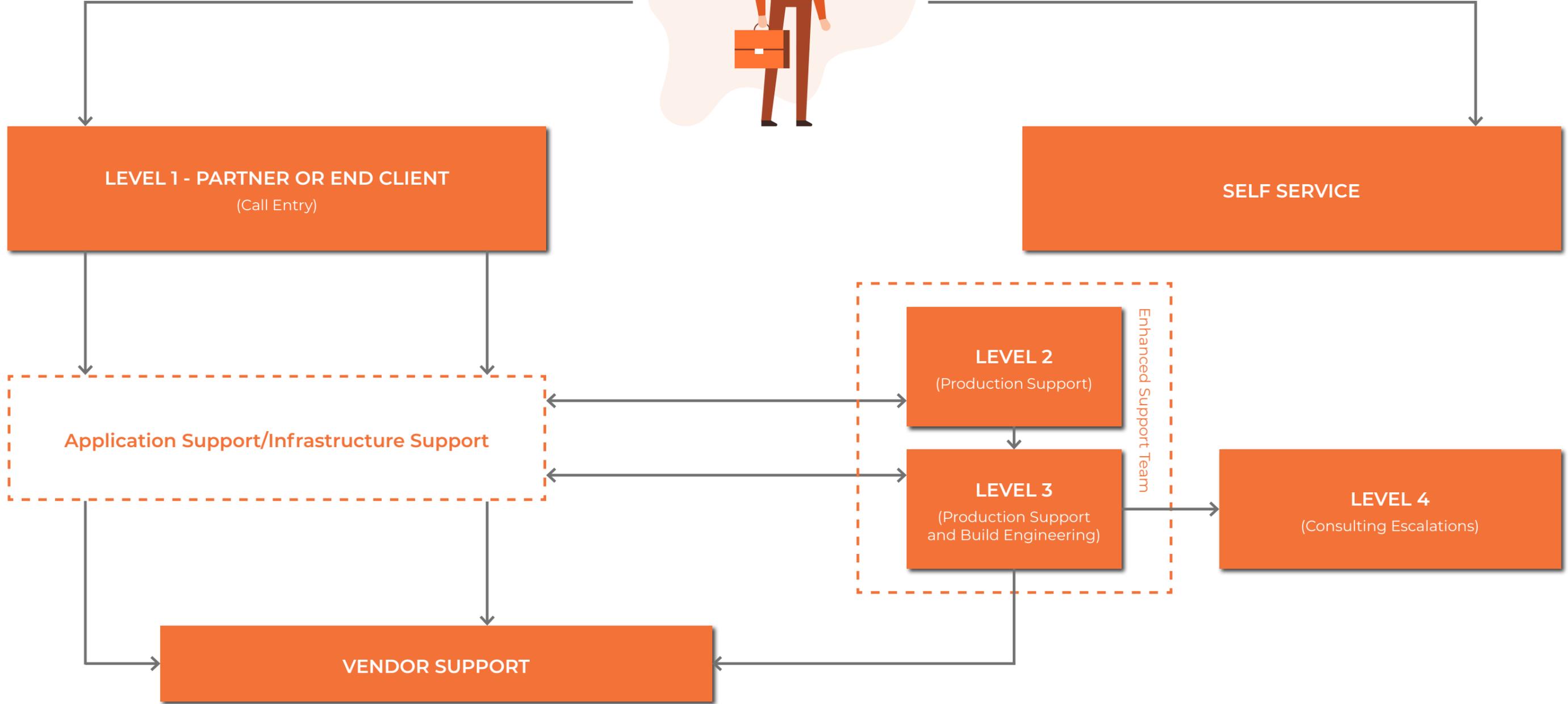
**Flexible service agreement tiering** grow at your own pace on service items to consume, and within your financial means

# ENHANCED SUPPORT SERVICES FRAMEWORK

Multiple support levels have been found to be the most effective means of addressing IT operational and support issues. Low criticality, low complexity or frequently occurring issues should be managed and resolved at the lower support levels.

Our Enhanced Support Service (ESS) is designed to address high criticality and complex issues that should be escalated to more experienced engineers, or infrastructure consultants.

INSENTRA ENHANCED SUPPORT SERVICES FRAMEWORK DIAGRAM

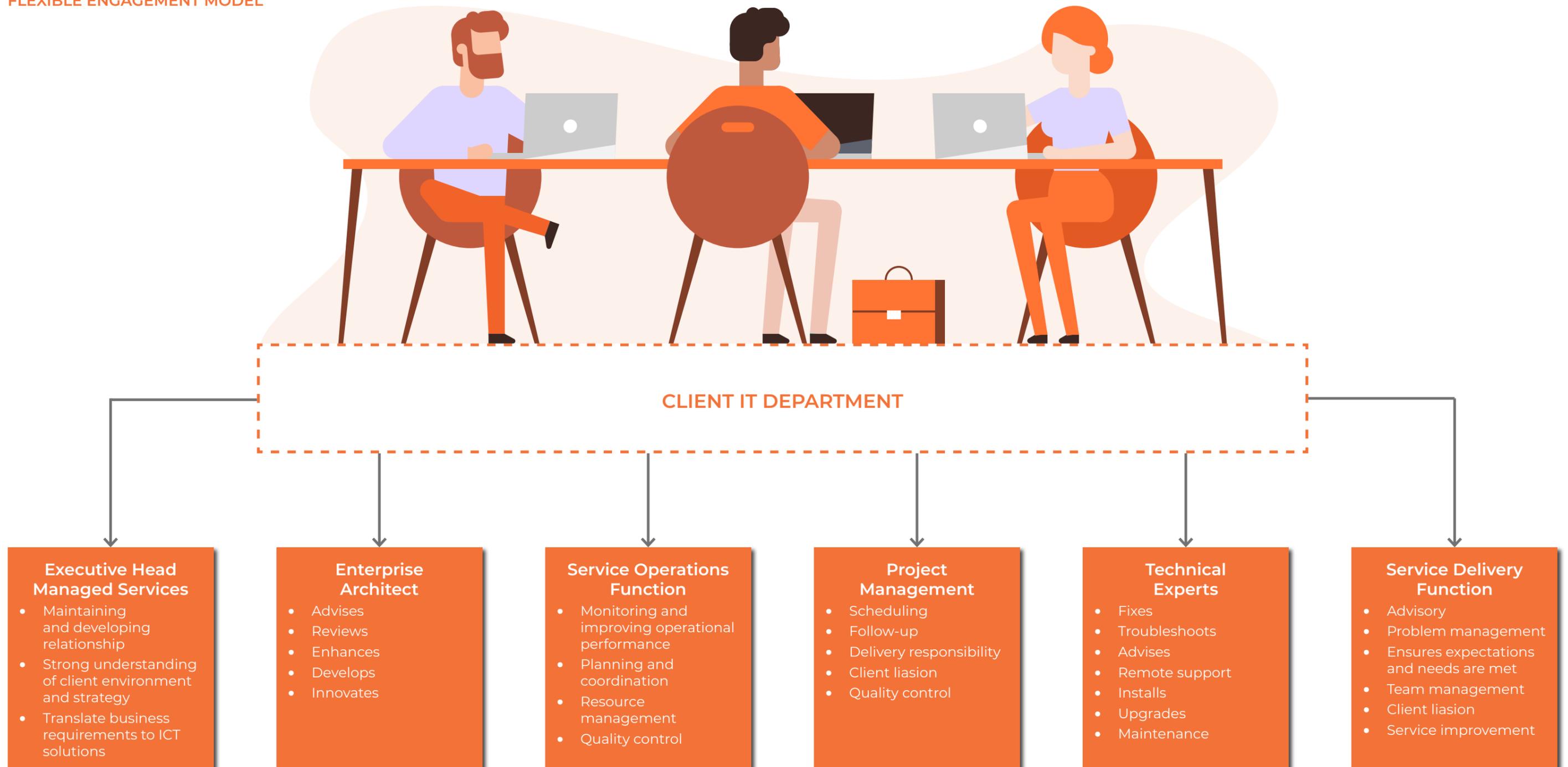


# RELEVANT SERVICE MANAGEMENT

Insentra Enhanced Support Services (ESS) believes that by putting the client at the centre of what we do, we will deliver against expectation and exceed service excellence. We provide an engagement model, led by Service Management, into the Managed Services partnership and we will always position the client IT department at the centre of all interactions.

We are very aware business's go through changing cycles, sometimes a buying cycle, other times a delivery focused one. By flexing to this cycle, Insentra ESS hopes to remain relevant and meet the changing requirements of the client environment when needed.

## FLEXIBLE ENGAGEMENT MODEL



# MANAGED SERVICES OVERVIEW

Technology is intended to make our work faster, more cost effective, efficient and to enable new business.

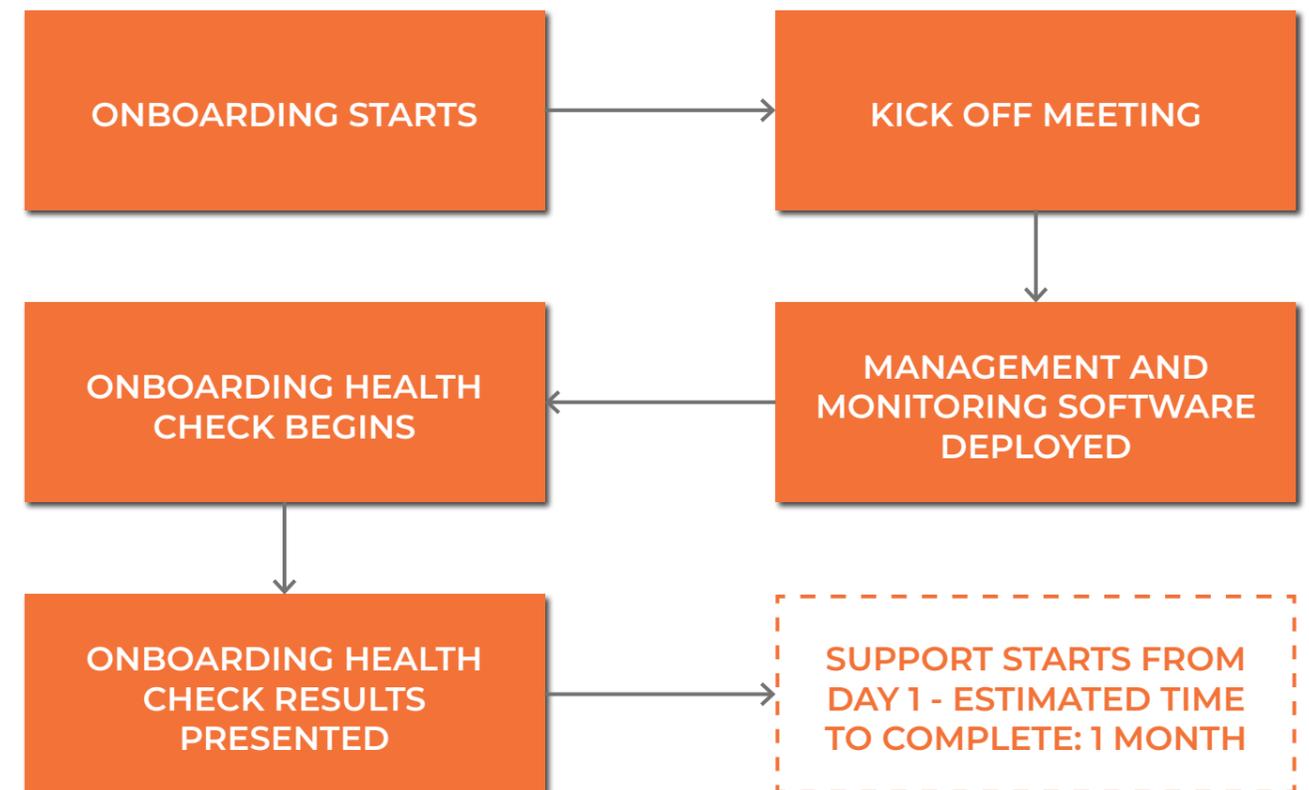
Our priority is to deliver best-in-class user experience which helps you to continuously improve your IT environment, maximise IT resources and derive ongoing value from your investment.

Our proactive Managed Services empower your IT services team with meaningful data and insights allowing them to address pain points and resolve issues before your business is impacted.

Our Managed Services have been curated to pair with our Modern and Secure Workplace solutions, Cloud, Data Centre and Migration services. These services are available 24x7, via a follow-the-sun model, delivered from global locations including Australia, UK and the USA.

Insentra has a proven framework where each transition activity is first assessed against its risk and business impact, followed by the selection of the right approach. This has resulted in the successful transition of our clients from both in-house and outsourced service providers to the Enhanced Support Service with minimal disruption to services.

## ONBOARDING PROCESS OVERVIEW



## CASE STUDY

# User Experience as a Service and Enhanced Support Services Help to Maximise ROI from Technology

A quickly growing city in the State of Arizona supports a small but rapidly growing population and increased demand on critical amenities. Tasked with running all essential services, the City's Information Technology division keeps fire, police, water, and other Government services running 24x7 for all residents.

The City's IT department turned to Insentra to utilise both our cutting edge UXaaS (User Experience as a Service) and our ESS (Enhanced Support Services) offerings in order to keep their Citrix environment running at the top of its game. Through the deployment of UXaaS' toolset, reporting and monitoring, performance issues were identified, and a number of risks mitigated prior to serious impact including third party patches and Operating System migration issues.



**The City's IT department turned to Insentra to utilise both our cutting edge UXaaS and our ESS offerings in order to keep their Citrix environment running at the top of its game**

## CASE STUDY

# Fast-tracking Transition to AWS and Azure with a Roadmap for Future Improvements

When a large, diversified Australian property group wanted to fulfil their vision of redesigning and revamping their IT environment they partnered with Insentra to deliver on their requirements. The Client wanted to build upon the initial transition of IT capabilities into AWS (Amazon Web Services) with a vision to extend their Cloud capabilities across AWS and Azure.

Challenged by high expectations and a tight timeframe, the Insentra Enhanced Support Services Team dived headfirst into onboarding nine different services within eight weeks, running parallel onboarding processes, and completing the transition-in of services for the Client on time.



**Challenged by high expectations and a tight timeframe, the Insentra Enhanced Support Services Team dived headfirst into onboarding**

## CASE STUDY

# Future-Proofing Managed Services for Citrix Environments and Improving User Experience

A major poultry products distributor in the U.S. needed to improve upon their existing managed services solution for their Citrix environment. Their goal was to not only build resilience in their existing system, but also to prepare for expansion and upgrades in the future. By partnering with Insentra, the Client was able to enjoy the benefits of a newly stabilised and standardised technology environment spanning four separate Citrix Farms across the United States.

The Insentra Team worked in collaboration with the Client's in-house Citrix administrator to identify concerns, listen to challenges and pinpoint collective goals and objectives. We then implemented a best practice change management process and deployed UXaaS to further improve the end users' Citrix experience and establish the right direction for an optimum, future-ready Citrix environment.



**By partnering with Insentra, the Client was able to enjoy the benefits of a newly stabilised and standardised technology environment**

## CASE STUDY

# Insentra's Smarts and Collaboration Increase Service Value in the Pharmaceutical Industry

For a pharmaceutical company headquartered in the UK, technology management and service delivery are critical to their operations and success. Just as critical was their need for a mature managed services provider to cater for all tech related aspects of their business.

Drawing on our in-depth skills in both Microsoft and Citrix, and by deploying our User Experience as a Service (UXaaS) toolset, Insentra worked collaboratively with the Client to successfully migrate their technology stack over to a new CSP environment, simultaneously across four countries and uncover opportunities to gain the best value, service and experience from their technology platforms.



**Insentra worked collaboratively with the Client to successfully migrate their technology stack over to a new CSP environment**

# ARCHITECT AS A SERVICE (AaaS)

## DRIVING CONTINUOUS SERVICE IMPROVEMENT

Transformation must start somewhere and to facilitate this, our Architect as a Service (AaaS) offering sets the scene and provides a neutral, and vendor-agnostic roadmap for technical and business success taking into consideration cost management and efficiencies.

### A DESIGNATED ARCHITECT INVESTED IN YOUR BUSINESS OUTCOMES

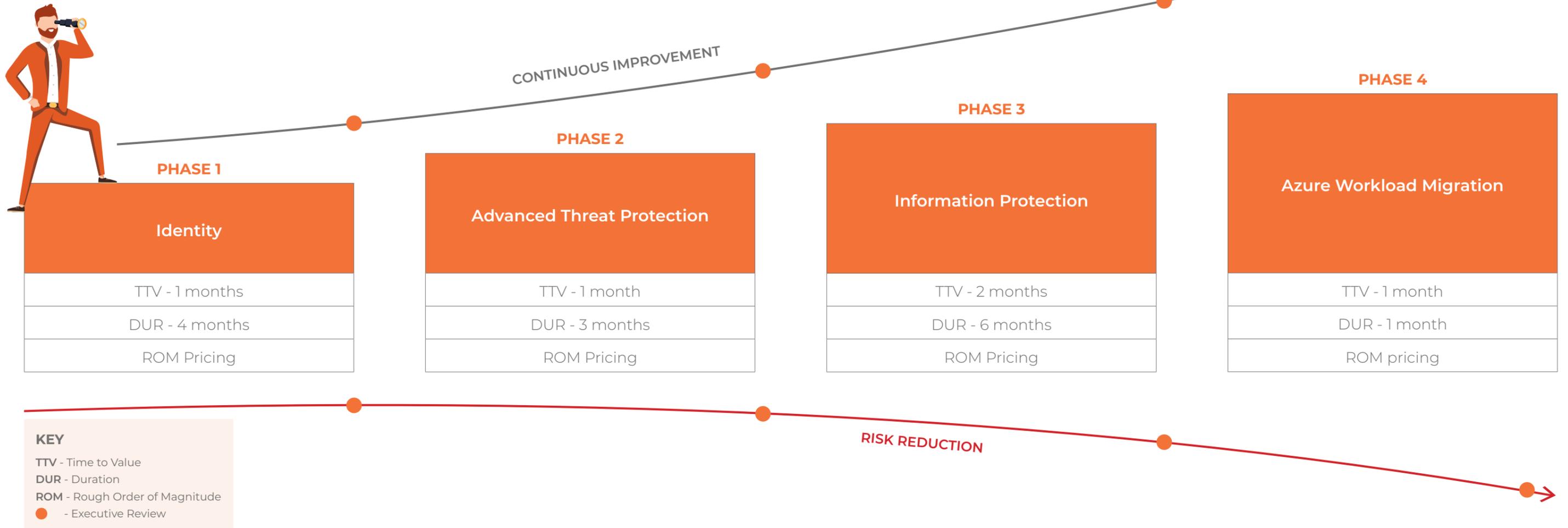
Architect as a Service (AaaS) puts control into your hands by extending your capabilities and working collaboratively to determine existing pain points or roadblocks to success whilst ensuring any existing strategies are reviewed for currency and completeness. Customers have access to a designated, experienced, reliable and independent advisor who is invested in outcomes for your business and not biased to any vendor solutions.

AaaS is a high-value workshop-based service focused on delivering the following elements:

- **Discovery** – Review of current strategies and technical direction in a collaborative manner to arrive and clear next steps
- **Summary** – Collation of findings from the discovery phase into a roadmap deliverable
- **Deliverable** – Roadmap detailing identified steps required to deliver against an existing, revised, or new technical strategy

The roadmap deliverable includes technical focus areas, together with example timeframes, time to value, and a high-level commercial overview to assist in any required budgetary processes.

### SERVICE OVERVIEW



# INSENTRA MANAGED SERVICES

## MODERN AND SECURE WORKPLACE

Insentra's Modern and Secure Workplace solutions help partners and their clients to improve productivity, collaboration, security, control and governance through technology.

### MANAGED PLATFORMS

Windows Managed Service which includes 24x7 monitoring, proactive alerting and patching, and remediation of the OS in the event of failure.

### MANAGED CITRIX

A remote Managed Services offering which acts like an extension to your IT team. Proactive 24x7 monitoring, management and reporting of server health and performance coupled with user experience behaviour.

### CITRIX ADC AS A SERVICE

Insentra will manage and administer your application delivery and load balancing solution which provides a high-quality user experience for your web, traditional, and cloud-native applications.

### ENHANCED 365

Insentra will administer, manage and support a Microsoft Office 365 tenant. This includes support for all aspects of Microsoft 365.

### BACKUP AS A SERVICE

Insentra will monitor, manage and report on the backup success, failure and adoption of backups sets in line with Office 365 mailboxes, Team's sites and SharePoint Online sites.

### MANAGED AZURE AND ANALYTICS

Support Bar Identity, Multi-factor Authentication, Conditional Access, Risk based Conditional Access, Privileged Identity Management etc. Proactive threat and vulnerability detection (Rapid Cyber Assessment).

### USER EXPERIENCE AS A SERVICE

A Managed Service designed to enable the IT department to be proactive in solving system issues whilst also improving user experience, productivity and revenue.

### SECURITY – SECURITY END POINT

A Managed Service providing a comprehensive approach to protect the network before, during and after an attack.

### MANAGED LINUX

Linux Managed Service which includes 24x7 proactive, monitoring, alerting, patch management, and remediation of the OS in the event of failure.

### MANAGED SCCM

Insentra will manage systems, apps, and devices across on-premises, data centre and Microsoft Azure environment.

### MICROSOFT EXCHANGE MANAGEMENT

Insentra will monitor, manage and report against the uptime, utilisation and function of the Exchange environment.

### SECURITY – DATA LOSS PREVENTION

Managed Data Loss Prevention is a service which protects sensitive data against unauthorised access, use, sharing, or other egress.

### SUPPORT TASKS AS A SERVICE

Onsite assistance is provided by Insentra's Managed Services' engineers: seen as an extension to the IT team to assist with business as usual tasks, allowing for strategic focus.

### SHAREPOINT

Monitor, manage and assist with all SharePoint administration tasks.



# MANAGED CITRIX

Is your Citrix environment performing at its peak? Do you have access to the right skills to manage a robust, reliable and evergreen Citrix environment?

With the Managed Citrix Service, your organisation can build customer loyalty, improve user productivity, reduce costs and inefficiencies, increase business agility, stay secure and compliant, re-focus on your IT objectives, demonstrate ROI and mitigate risks.

The Citrix Managed Service augments your central IT infrastructure and operations team, enabling you to:



## DELIVER ANY APPLICATION

- Centrally controlled apps, data and virtual desktops
- Personalised access based on role, location and device
- Narrowed attack surface for improved security and risk management
- Intelligent, context-aware experiences through network integration
- Any infrastructure – network, storage, HCI, hypervisor, cloud

## EMBRACE HYBRID CLOUD

- Unified and secure Citrix workspace experience
- Integrated admin control across on-prem and multi-cloud environments
- Any cloud – Azure, AWS, 3rd party, private and hybrid
- Reduced need for specialist IT skills in VDI, EMM, FSS
- Predictable Cloud Migration from on-premises to hybrid

## POWER INTELLIGENT EXPERIENCES

- Context-aware experiences extended with IoT integration
- Predictive insights and visibility for better error detection and remediation
- Continuous learning and evolution to machine learning
- AI-enhanced services based on intelligent data collection and analysis
- Cognitive data analytics to complement human judgement

The Managed Citrix services can be paired with the User Experience as a Service (UXaaS), which combines a holistic view of technology and business and delivers a sophisticated analysis of UX across the Citrix environment.

# CITRIX ADC AS A SERVICE

Every business's journey to modern infrastructure and applications is unique and could include fixed or mobile devices, wearable things, hybrid cloud, SDN orchestration, DevOps or virtual desktops. Whatever the use case, Citrix Application Delivery Controller (ADC) is packed with features to keep your data flowing.

ADC is the gateway to your network – if it's not performing at its best, your users won't be able to access the great systems you've built. With Insentra's ADC as a Service, you can focus on building your cloud-based services and let our skilled and experienced Enhanced Support Services (ESS) engineers take care of delivery, with a managed ADC solution. Get the benefits of ADC without having to skill up on configuration and ensure the best possible user experience – monitored, managed and completely optimised.

## CONTINUALLY OPTIMISED MANAGED SERVICES

Unlike traditional Managed Service offerings which stop at break-fix and patches, our continually optimised promise keeps your services up to date and ready for whatever the future brings.

## MONITOR

We offer 24x7 proactive monitoring, incident support and monthly reporting.

## USER EXPERIENCE

We measure user experience, not just network metrics, to help you understand how your services are improving.

## ENHANCE

We keep you up to date with product enhancements which have the potential to improve service levels further.

Ensure the best possible user experience from your investment without the overhead of internal resources, with a tailored Citrix ADC as a Service – a fully managed service which allows you to use our expertise to deliver your SLAs.

# ENHANCED 365

As a gold certified Office 365 specialist, Insentra can help you gain maximum value and return on your 365 investment, through a proactive and enhanced service offering.

## A BETTER, MORE TAILORED MANAGED SERVICE

At its core, the service offers support, guidance and management of your O365 subscription. It can also be tailored with add-ons such as training, adoption and digital enablement platforms, backup and governance products to provide a more holistic solution if required.

## WHY USE THE SERVICE?

Enhanced 365 allows you to get the most out of your Office 365 investment, gain better adoption, and application of the 365 features and become secure and compliant.

- Expand and adopt your included services to get value for money and increase your end user experience
- Take the Office 365 management burden off central IT
- Insentra will work closely with you to understand your business requirements for Office 365 to help drive the correct outcomes
- Ensure your Office 365 subscription is set up correctly and maintains best practice resulting in continuous service improvement and achievement of compliance objectives

## BENEFITS YOU CAN EXPECT

- ✓ Access to support services and Microsoft roadmap advisory
- ✓ Proactive monitoring and alerting
- ✓ Adds/Moves/Changes for included services, freeing up your technical team to focus on more strategic initiatives
- ✓ Service level guarantees for peace of mind support
- ✓ Rapid service on-boarding

## HOW IS IT DELIVERED

Enhanced 365 is a customisable service billed on a per user per month basis. The service starts with a base service including Exchange Online, and each additional Office 365 product can be added so you only pay for what you require. The following table explains the key offerings of the service and what is included.



## ENHANCED 365 SERVICES

<b>Base service</b>	<ul style="list-style-type: none"> <li>• Technology Support – Cloud Strategy and Adoption Support</li> <li>• Reactive Technical Support</li> <li>• Monthly / Quarterly Reporting</li> <li>• Azure AD Support</li> <li>• Exchange Online</li> <li>• 8x5 support hours</li> <li>• Level 2 and 3 support</li> <li>• Feature release and advisory</li> </ul>
<b>Support options</b>	<ul style="list-style-type: none"> <li>• Level 1 support</li> <li>• 24x7 Support Hours</li> </ul>
<b>Product options</b>	<ul style="list-style-type: none"> <li>• SharePoint and OneDrive</li> <li>• Teams, Skype for Business and Yammer</li> <li>• Intune</li> <li>• Azure Information Protection</li> <li>• Azure Active Directory Premium</li> <li>• Microsoft Cloud App Security</li> <li>• Office 365 Backup (Mail)</li> <li>• Office 365 Backup (Mail, SharePoint Online, OneDrive, Office 365 Groups)</li> <li>• Exchange Hybrid Patching and Monitoring (single server only)</li> <li>• Quarterly Exchange Administration Best Practice Review</li> </ul>
<b>Additional add-ons</b>	<ul style="list-style-type: none"> <li>• Email migration (basic or managed)</li> <li>• Torsion - governance management software for SharePoint, Teams and on-premises files</li> <li>• Nulia – education, digital enablement and adoption platform for O365</li> <li>• Azure Analytics Managed Services</li> <li>• Service Desk as a Service (SDaaS) 1st Line Support</li> <li>• File Share Migration to SharePoint, Teams or OneDrive</li> </ul>

## BACK UP AS A SERVICE

Insentra's Office 365 Managed Service provides you with all the Office 365 (O365) support needed. Our packaged services also include the back up management, administrations and reporting of your O365 environment. By taking away the complexity of backing up O365, your IT team will be freed up to focus on your corporate goals and strategic projects.

Insentra, a Gold certified global Office 365 specialist, provide four O365 managed back up offerings for you:

- In many cases, Office 365 migration is available with our Back Up as a Service
- Full data backup of the Office 365 environment without data limits
- Full redundancy of your data
- Ability to restore single emails or entire mailboxes
- Access to a Service Delivery Manager and technical lead for support and advice on current and future backup and restore requirements

EXCHANGE, SHAREPOINT, 365 GROUPS, TEAMS AND ONEDRIVE FOR BUSINESS			
FEATURES	O365	INSENTRA BaaS	O365 & INSENTRA
Geo-Redundancy	✓	✓	✓
Backup Configuration		✓	✓
Backup Monitoring		✓	✓
Office 365 Licensing Selection		✓	✓
Backup Reporting Monthly		✓	✓
Restore on Demand		✓	✓
Provide own Azure		✓	✓
Selection of Azure Datacentres across globe		✓	✓
Dedicated Support Professional		✓	✓

## MANAGED AZURE AND ANALYTICS

The Managed Azure and Analytics service enables you to build end user loyalty, increase user productivity, drive agility and efficiency, refocus on IT objectives, improve security and compliance, contain costs and access unique Azure expertise and resources.

Insentra's Managed Azure and Analytics provides your team with:

### IAAS MONITORING

Monitoring, administration and management of the Azure infrastructure

### ADVISORY SERVICES

Advisory review to optimise your Azure resources for high availability and performance

### OPTIMISATION AND COST MANAGEMENT

Analysis of metrics and recommendations for optimal performance. Advisory of unused resources

### SECURITY AND COMPLIANCE POSTURE

Advisory service to highlight compliance challenges, threat detection and any DMZ violations

SERVICE	OUTCOME
Azure Administration	Manage and Administer infrastructure and environment utilisation, monitor and react to error states, and report on service degradation
Advisory Services	Monthly Advisory Report with recommendation for optimal performance. Remediation and reduction of wasted compute resources
Optimisation and Cost Management	Implement financial governance and controls in your tenant and optimise your costs. Insentra will advise you on your instance restrictions, right sizing and removal of idle resources
Security and Compliance Posture	Advisory and dashboard generation highlighting compliance challenges. Review and recommend on Azure Security Centre recommendations, then remediate for continuous service improvement
Health Checks and Recommendations	Performs regular health assessments and remediates any anomalies

## USER EXPERIENCE AS A SERVICE (UXaaS)

Insentra's UXaaS delivers deep insights into end user computing components, providing a looking glass into the overall health of your environment along with the top issues impacting your user experience score – something we track, monitor and report on every month.

### CUT THE COST OF YOUR IT SYSTEMS

Stop paying more money for an inefficient environment. UXaaS automatically monitors your environment in real time, identifying problems before they become issues, meaning your systems will cost less to run.

### REDUCE YOUR CRISIS MANAGEMENT

Knowing about problems before they become high priority issues means you can address them early and save your business from the typical reactive panic mode.

### REDUCE WASTED RESOURCES

Lack of visibility into your end user experience results in higher unplanned costs. UXaaS delivers analytical data which we use to provide you with recommendations to maximise resource utilisation and reduce the overall infrastructure footprint required to meet your end user expectations.

### BE COMPLIANT

There's a lot of risk surrounding system compliance. UXaaS can give you visibility and reporting on asset management and license consumption.

### INCREASE WORKPLACE PRODUCTIVITY

UXaaS provides tailored dashboards and reports specific to your role (CIO, IT Manager, Support Analyst, etc.), meaning you have more time for other things.

### IMPROVE BUDGETING AND SPENDING

By understanding trends and having visibility, you can plan your expenditure, knowing exactly what you need to purchase and when it is needed. Eliminate the need to buy more than you need "just in case."

### STAY WITHIN BUDGETS

Only pay for what you're using. UXaaS is charged based on a cost effective per user/month basis.

### EMPOWER YOUR IT DEPARTMENT

By getting it right the first time with improved reliability, application performance and enhanced user experience.

## SECURITY ENDPOINT MANAGEMENT

Insentra's Managed End Point Service helps you deliver a robust and secure digital workplace.

With the Managed Endpoint Service, you can ensure data protection, security and compliance, increased user productivity, reduced costs and inefficiencies and improved business agility. The service includes:

### NEXT GENERATION PROTECTION

Administration and management of the endpoint environment to protect your desktops, laptops and servers.

### ENDPOINT DETECTION AND RESPONSE

Continuous threat monitoring across your environment for attacks against the network layer, systems and users. Includes threat mitigation and remediation.

### SECURE SCORE

Receive a baseline of your security posture and recommendations for continuous improvement

### ADVANCED HUNTING AND THREAT DETECTION

Policy and custom query creation for relevant detection rule set.

TOPIC	SERVICE
Attack Surface Reduction	Protect the perimeter of your environment by leveraging the attack surface capabilities
Next Generation Protection	Protection of desktops, laptops and servers through anti virus capabilities
Endpoint Detection and Response	End point protection management will monitor your environment for attacks and mitigate and remediate where needed
Investigation and Remediation	Through de-duplication we can quickly investigate relevant alerts and react
Secure Score	Develop a baseline specific to your environment and continuously work towards the best outcome for the security posture
Advanced Hunting and Threat Detection	Create custom queries and detection rule sets for new and evolving threats
Behaviour Monitoring	Monitors and blocks files which exhibit suspicious behaviour
Application and Device Control	Control files, registry and device access through whitelisting and backlisting

# SYMANTEC BLOCK HOURS SUPPORT

## WHAT IS THE SERVICE?

A remote service offering which acts in a 2nd and 3rd line capacity extension to your IT security team. The global team of Enhanced Support engineers can react to any logged Incident or Request on your Symantec environment 8x5.

Hours can also be allocated towards a health assessment or roadmap and advisory session to assist with configuration options, strategy, or possible migration scenarios to name a few.

**Note:** This service does not replace professional services, project led engagements which would be subject to formal scoping outside of the support hours.

## HOW ARE THE BLOCK HOURS STRUCTURED?

- Support Hours can be purchased in predefined Blocks
- All blocks are valid for 12 months
- Work performed within business hours accounts for 1 hour of time
- Work performed after hours accounts for 1 and a half hours of time
- Work performed on public holidays and Sundays accounts for 2 hours of time

## SYMANTEC FOCUS AREA

- Existing policy review
- Health check, one (1) report
- Strategy review and technical roadmap session all day plus report
- Agent upgrade – subject to review on agent number
- Solution upgrade readiness assessment
- Business continuity planning
- Feature rollout

## EXAMPLES OF HOW AND WHERE BLOCK SUPPORT HOURS ARE TYPICALLY USED

- Configuration issues
  - » Install issues
  - » Policy configuration
  - » Base setup assistance
  - » Reporting and alerting configuration
  - » Best Practices
- Product integration support
  - » REST API integration
  - » Product interoperability
- Operational support
  - » Incident handling
  - » Malware incursion
  - » Zero-day threat remediation
  - » False-positive assistance
  - » Report compilation assistance
- General issue resolution
  - » Error code troubleshooting
  - » Unexpected behavior remediation
  - » Fault-finding
- Issue management through to resolution
  - » Information collection
  - » Escalation within our support crew
- Root-cause analysis (RCA) for issues remediated



# MANAGED LINUX

The Managed Linux service provides the installation, configuration and maintenance of your Linux server environment, resolving common issues and reducing support calls to your service desk.

With the Managed Linux service, you can increase user productivity, reduce costs and inefficiencies, improve business agility while remaining secure and compliant.

## MONITORING

Receive monitoring, administration and management of the Linux infrastructure including installing server systems and updating and maintaining the software and associated failures.

## ADVISORY SERVICES

Review and recommendations for optimisation of your Linux resources to improve availability and performance.

## OPTIMISATION AND MANAGEMENT

Analysis of metrics and recommendations for optimal performance, speed and resourcing.

## SECURITY AND FILE SYSTEM MANAGEMENT

Control panel security and services updates plus maintenance of file systems and permissions.

TOPIC	OUTCOME
Linux Administration	Manage and administer hardware and environment utilisation, monitor and react to error states, report on service degradation
Advisory Services	Monthly Advisory Report with recommendations for optimisation and best use
Optimisation and Cost Management	Analysis of metrics and recommendations for optimal performance. Advisory of unused resources, scripting for application deployments
Backup and Disaster Recovery	To be involved in the development, and overseeing of the backup, replication and clustering and fail over strategy
Health Checks and Recommendations	Performs regular health assessments and remediates any anomalies

# MANAGED SCCM

Insentra's Managed SCCM Service provides you with a trusted team to outsource and take away the repetitive tasks of managing System Centre, freeing up your IT department to focus on strategic projects safe in the knowledge your environment is fresh, efficient and secure.

## ENABLE THE USER

- Give some autonomy to your end users, enabling them to provision their own approved applications via a customised portal or store, delivered with pre-determined setting and/or profile configurations

## STREAMLINE OPERATIONS

- Maintain Windows PC's and servers, MACs and Linux servers through a single console, configured for your unique environment
- Gain visibility of the licence consumption on your network allowing for greater cost containment and budgeting

## SIMPLIFY IT ADMINISTRATION

- Keep your devices up to date with the most recent patches and application updates, administered via profile-based packaging of applications
- Implementation of a deployment methodology which meets your specific business requirements and ensures users won't be able to install obsolete or unauthorised versions of software applications

## YOU CAN ACHIEVE...

- ✓ Always up to date software
- ✓ Employee productivity
- ✓ Reduced cost and efficiency
- ✓ Business agility
- ✓ Security and compliance
- ✓ Access to expertise

## HERE'S HOW KNOW WHAT ASSETS YOU HAVE

Transparent and granular visibility into your hardware and software assets.

## APPLICATION PACKAGING AND DEPLOYMENT

Your users have different application requirements. We will package, deploy and maintain these application images.

## IS BYOD IMPACTING YOUR IT DEPARTMENT'S ABILITY TO REMAIN COMPLIANT?

Give access to the correct set of applications from the approved group of devices, all the while keeping your security, compliance and data in check.

# MICROSOFT EXCHANGE MANAGEMENT

With the Microsoft Exchange Management service, you can refocus your IT team, increase user productivity, reduce costs and inefficiencies, improve business agility and keep secure and compliant.

The Microsoft Exchange Management Service includes:

## EXCHANGE MANAGEMENT

Administration and management of the Exchange environment to ensure seamless access to Mail across desktop, laptop and servers.

## EVENT MANAGEMENT

Continuous management of your Exchange environment for possible events which could impact the mail system and user experience. Includes event mitigation and remediation.

## SECURITY SCORE

Receive a baseline of your Exchange security posture and recommendations for continuous improvement.

TOPIC	OUTCOME
Exchange Administration	Manage administrator roles, user roles, and Outlook Web App policies
Security Management	Manage malware filters, connection filters, content filters, outbound spam and quarantine for your organisation
Daily Backup Checks	Administration of daily Exchange and database backup success
Event Logs Management	Daily management and remediation of Exchange events
Distribution Group and Policy Management	Manage administrator roles and members to groups, user roles, and Outlook Web App policies
Health Checks and Recommendations	Performs regular health assessments and remediates any anomalies
Compliance Management	Manage In-Place eDiscovery and Hold, auditing, data loss prevention (DLP), retention policies, retention tags, and journal rules

# KEY CONTACTS

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