



RELAX.
Exterus Managed Workplace is here.



Managed Workplace Service Levels

SILVER

- Real time network monitoring of all network attached devices
- Monthly remote technical support hours
- Immediate Response on all managed workplace alerts
- Full remote desktop support capability
- 1 hour response time guarantee on customer generated service requests
- Customer view of Managed Workplace client dashboard
- Complete Managed Workplace asset inventory and network documentation
- Quarterly performance reports
- Discounted pricing on additional support hours

GOLD

- Includes all of the Silver level services, *plus*:
- Real time website monitoring
 - Quarterly on-site review
 - Microsoft critical update patch management
 - Inbound/Outbound Anti-Spam/Anti-Virus Email Defense Shield
 - Fail safe email protection system

PLATINUM

- Includes all of the Silver and Gold level services, *plus*:
- Microsoft full software patch management
 - Third party vendor management
 - ISP coordination and DNS management



**Do you need
Managed Services?**

Managed Workplace Overview

Boost performance, tighten security, and extend the life of your IT assets

Left unmonitored, your network and computers will inevitably fail, leaving employees idle and impacting your ability to do business—costing thousands through the loss of productivity, revenue, or image.

With **Managed Workplace** from Exterus, we can take corrective action before the problem occurs, or before you even notice it.

What are “Managed Services”?

Managed Services means that Exterus is continuously monitoring the health of your infrastructure—and managing growth by providing:

- Scheduled site/device reporting - a bird’s eye view into the real performance of your IT infrastructure
- Perspective into what equipment and software has been installed, and where current or new system resources can be best allocated
- The ability to forecast failures before they occur, such as a critical server running out of hard drive space

Key Benefits:

- ◆ Remote monitoring to identify early symptoms of trouble
- ◆ Significant decrease in downtime
- ◆ Improved network and hardware performance
- ◆ Fewer ‘growing pains’ via network capacity management
- ◆ Protection against security breaches
- ◆ Increased employee productivity by automating routine administrative functions

Features and Benefits Overview

What Managed Workplace can do for you!

Your business success depends on your IT infrastructure. You need **Exterus Managed Workplace** to deliver proactive services that not only keep your network up and running, but running effectively and efficiently.

Exterus Managed Workplace means that you will see increased performance, security, and reliability – immediately, and at an affordable price.

FEATURES

- 1. Quick Response** Exterus can monitor what issues are affecting your network, and will respond before they become critical – such as a server running low on memory. And with our one hour guarantee on customer generated service requests, you can rest assured that your problem will receive the attention it deserves.
- 2. Security and Monitoring** Software content control allows you to ban high-bandwidth interactive games or illegal peer-to-peer file sharing which monopolize business resources and promote viruses and Spyware. Our patch inventory will ensure that your operating systems are up-to-date and not exposed to vulnerabilities.
- 3. Performance Reporting** Quarterly performance reports are automatically generated and sent directly to your email address. These easy-to-understand graphical reports makes capacity management and upgrade planning simple.
- 4. Remote Management and Communication** Exterus can minimize disruptions to the work environment by remotely resolving issues using a secure VPN system.
- 5. Service Levels** Exterus offers three different service levels that allow you to determine the plan that works the best for your needs.

