



Giving Businesses the Technological Edge

## Managed Services

All of your IT needs in One, Simple Package

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 ISO 27001 Certified

#### 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



Serving South Florida for 25+ Years!

**305-265-0447** or visit **VirtuWorks.com**

## Giving Businesses the Technological Edge

- 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
- Antimalware 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

## Giving Businesses the Technological Edge

- + Wireless Network Management
  - Wireless Access Point Gateway / Management / Configuration / Installation
  - 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
- + Antimalware and Virus Management & Patch Management:
  - Licensing for all Workstation Endpoints
  - Software Installation, Configuration and Continuous Compliance
  - Latest Antimalware & 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