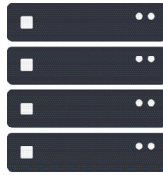


## Which Service Level is Perfect for You?



### Essential

Monitoring with alerts, day & night



### Elite

A complete offsite team ready to work for you

### Essential Service - Key Features

- Hardware & software audits
- LogMeIn Pro
- Alert filtering
- Ticket-based workflow
- Ticket escalation with steps to resolution
- Patch whitelisting service - we test all Microsoft security updates before they are deployed
- Multi-vendor antivirus management - we update definitions for AV vendors
- Remote restart of services and applications
- Emergency low disk space alerting (Windows & Linux)
- 24x7 chat support for Product related issues
- PSA integration support
- Automated low disk space alert and clean-up (Windows Only)

## How will Essential benefit you?

Command monitors all of your servers, and our expert NOC technicians will notify you - day or night - when critical issues arise.

Remote restart minimizes down-time and reduces after-hours call volume.

In addition to creating alerts & tickets, we leverage our extensive knowledgebase to provide tips and information for remediation and resolution.

We ensure that AV software is up-to-date, preventing security breaches and providing peace of mind.



## Elite Service - Key Features (includes all Essential features +)

Assign maintenance/projects tickets including:

- AV scan and remediation for infections
- Service Pack Installation during off hours
- Driver updates for servers
- Firmware updates (with LOM access, or - if vendor provides through the console)
- Server Cluster Health Checks and remediation/recommendation for improvement
- Citrix XenApp hotfixes, rollout installations and configuration

### Exchange

- Health Checks for Exchange 2003 and above – includes running Best Practice Analyser and fixing issues found
- Defrag and repair Exchange servers
- Update expired web certificates
- Setup email roundtrip monitoring
- Configure recipient update policies for multiple domains

### VMware

- Health Checks of configurations, including vCPU and memory, network setup
- Review error logs using vSphere or vCenter
- Reconfigure VMs & host data stores

### Hyper-V

- Health Checks including network setup, memory cache, RAID configuration
- Configure VMs

Assign issue-based tickets including:

### Exchange troubleshooting

- Outlook web or Outlook Anywhere Access
- DAG replication
- Active Sync issues
- Spam issues
- Auto discovery feature issues
- Restore mailboxes as part of a disaster recovery
- Outlook calendar issues

### SBS troubleshooting

- Remote web workspace
- WSUS issues
- Windows Backup issues

- Sharepoint issues
- SBS Console crashes
- Reporting and monitoring services

### Remote Desktop troubleshooting

- Login issues
- Gateway policies
- Web Access
- Single Sign On
- Licensing
- Session issues (including timeout, printing, broken gateway, user profile, certificates)
- Remote Application access
- RDP port

VMware troubleshooting – performance issues on VMs and host machines

Hyper-V troubleshooting for performance issues

Citrix XenApp Server troubleshooting:

- Login
- Secure gateway
- Web access
- Single Sign On
- Licensing
- Session issues, including time out, printing user profile, certificate
- Publish Application, including access, streaming, and publishing issues
- Port
- Load balancing
- XTE Service

Email delivery issues

Server performance issues, including high CPU, low memory, memory leaks and slow response

Group Policy failures, such as settings not getting applied to user or machines

Windows server errors (including blue screens, memory dumps, & errors related to third-party apps on a best-effort basis)



## How will Elite benefit you?

You can create and assign issue-based tickets to our NOC technicians for full problem resolution.

Time-consuming routine maintenance tasks (see 'Key Features' above) can also be outsourced to the NOC team, freeing you to focus on growing your business.

Our AV management is expanded even further – NOC technicians update definitions and assist in the cleanup of found viruses, minimizing the time you have to spend managing your AV solution.

Lights out management is expanded; the NOC will reboot any server identified as offline, regardless of alert or issue.