Managed IT as Service Descriptions

Managed IT as a Service is CompuCom's small to medium-sized business IT support solution that remotely manages your company's technology infrastructure and systems. The service is provided as a monthly recurring per device, per site, and per server subscription. CompuCom will conduct a detailed discovery investigation to fully understand your business's IT operations, educate you on the best practices, and then provide ongoing IT support through each of the specific services detailed below.

Services Included

Security Features

Advanced Virus Protection

Virus protection service solution for Servers and Workstations. Consists of cloud-managed Antivirus software, alerting, ticketing and monitoring. Monitoring provides alerts when issues arise. A formal ticketing process will occur for support on incidents that cannot be resolved by the antivirus. Helps keep end users safe and productive, block malicious inbound traffic, stop phishing in its tracks, stay ahead of the latest malware, distinguish good and bad files, and keep end users safe.

Intelligent Threat Protection

Secures endpoints and the data on those endpoints leveraging integrated threat protection using artificial intelligence (AI) and machine learning to help block malware infections with additional security controls that safeguard against script based, fileless, memory and externally based attacks.

Advanced Email Protection

In addition to standard email filtering and protection, this service includes a sandbox that reviews emails with attachments and URLs for malware and malicious links as well as content filtering enforced by Data Leak Prevention (DLP) policies. We also scan for various forms of phishing, spear-phishing, and other malicious targeting of your organization. Helps protect against social-engineering attacks that attempt to impersonate your executives, staff, partners, and well-known internet brands to fraudulently extract money or data from unsuspecting users.

Advanced Firewall as a Service

A centralized cloud-based managed service focused on traffic shaping, intrusion prevention, content filtering, malware protection and high availability. Managed service includes:

- Management for security, networking, and application control.
- Stateful firewall configured to distinguish legitimate packets for different types of connections.
- Integrated Sourcefire intrusion prevention (IPS) engine, helping keep networks secure.
- Threat definitions and filter lists are seamlessly updated, ensuring every site has bleeding-edge protection from the latest vulnerabilities and troublesome websites.

Monitoring and Reporting Features

Server Monitoring and Management

Involves Office Depot/CompuCom monitoring servers for predefined and custom events that are detectable by the RMM (Remote Monitoring and Management) tools. Automated systems will be configured to detect and alert on events or when certain thresholds are breached.   We examine and report upon critical events from the most important services. We have the ability to customize what is monitored, if the customer provides the required information. 1 TB per server of onsite and cloud backup included. All active server in customer environment must be supported.

vCIO Digital Road Mapping

Our Virtual CIO Road Mapping service helps identify customer technical needs to deliver a future plan without the overhead of a full-time resource. We provide oversight and leadership, formulate your IT budget, and will educate you on tech trends likely to impact you and your customers. Strategy sessions include assessments, roadmaps, planning and more. Service includes 12+ hours of free IT consulting services per year.

Proactive Device Monitoring

Our IT Service Management (ITSM) and Remote Monitoring and Management (RMM) solution provides extensive device monitoring capabilities for Microsoft Windows and Apple (*) devices on customer network. When issues arise, we notify customers with detailed reports (per device), and we help validate continued device compliance. Proactive Device Monitoring also identifies areas of concern that we can resolve either by writing scripts, or via the Remote Support Desk agent that can fix the issue on the device.
* Apple capabilities limited.

Performance Health Reporting includes Device Inventory

Health reporting for Microsoft Windows Servers and Workstations. Includes alerts when component performance is outside acceptable parameters. Device inventory reporting services for MS Windows and Mac devices. This service provides inventory reports for audit purposes to customers which includes a list of managed equipment with serial numbers, hardware specifications, etc.

Proactive Network Monitoring

Provides monitoring and management of digital data networks. We monitor your computer network's usage, performance and check for slow or failing systems. The system will then notify the network administrator of performance issues or outages.

Environment Management Features

Active Directory Management

Service ensures that only validated users and devices can authenticate to the applicable systems based on the customer's requirements.

24/7/365 Live Software Support

Around the clock remote technical support including common "off-the-shelf" software via phone, chat and email. Operating Support (OS) including OS tune-ups, setting adjustments, temporary and unwanted file cleanup, and installation of Windows updates and patches.

Microsoft Windows Patch Management

Patch Management keeps qualified systems updated while avoiding security risk, corrupt system data or system issues. Third-party patches are available for, but not limited to, the following products (*), Adobe Flash®, Adobe Reader®, Adobe Shockwave®, Adobe AIR® Apple® iTunes®, Apple QuickTime®, Apple Safari® Google® Chrome™ Microsoft® Skype™ Business Mozilla® Firefox®, Mozilla Thunderbird® Notepad++ Oracle® Java PDFCreator, VLC Media Player 7-Zip.
* Patch availability and the frequency of updates is wholly dependent upon the software producer. Supported 3rd party patches may change from time to time.

Vendor Management

This service provides management of qualified and identified Information Technology vendors on your behalf under a "Letter of Authorization". This management is limited to actions which are needed to resolve support issues, restore service and or enhance service provided by the vendor.

Service Enhancements

Workstation Backup
Cloud-based data backup add-on service for supported workstations and laptops to help ensure ongoing data availability.

Mobile Device Management
Mobile Device Management (MDM) service helps to securely manage your mobile or multiple BYOD (bring your own device) type assets with ease reducing risk and complexity. Centrally manage your BYOD users and devices. Applies security best practices across the various device brands.

Wireless Failover Service
4G wireless connectivity backup provides network connectivity when your carrier goes down or off-line. Keeping your business-critical internet connection to operate the way your business needs. Local installation for customers with 25 or less users. Custom quotes available for larger applications.

Data Back Up as a Service
A Cloud based service solution supporting Servers (Windows) that require greater than the standard1 TB storage and back up per server. Includes deeper level Exchange recovery options. Not included is a virtual service spin up, disaster recovery, onsite back up appliance and workstation backup.

Onsite Tech On-Demand
On-Site technical support for activities not covered in the standard Managed IT as a Service offer. Service is delivered "on-demand". Service eligibility is defined at a location level, meaning all Managed IT as a Service devices at a location are required to be on the monthly Onsite Tech On-Demand service for the site to be eligible. If a customer has multiple sites, not all sites need to be on the plan (Service will only be delivered to the location(s) that are on the Onsite Tech On-Demand service).

Office 365 Business Premium
Office 365 Email hosting with 50 GB mailbox and custom email domain address. Desktop versions of Office 2019 applications: Outlook, Word, Excel, PowerPoint and OneNote, Hosted Word, Excel and PowerPoint, File storage and sharing with 1 TB of OneDrive storage, company-wide intranet and team sites with hosted SharePoint, online meetings and video conferencing for up to 250 people, hub for teamwork to connect your teams with Microsoft Teams.

1. *All pricing* excludes applicable sales tax and is contingent on a 12-month commitment term.
2. *Monthly recurring charges will be automatically billed to your selected method of payment. Fees paid prior to termination are non-refundable and early termination fees may apply. See terms and conditions for more information.*
3. *Hourly rates excluded from contract commitment.*