

# Managed IT Services

## We Can Offer Today

We have over 130 providers in our portfolio that offer some flavor of managed services, including providers like Windstream, Fusion Connect and TPx.

What is Managed IT? This is outsourcing IT operations and management partially or fully to a third party company that specializes in handling these types of responsibilities. These Managed IT companies are called MSPs (Managed Services Providers) and can come to play when customer's internal IT team does not have the expertise in certain areas or does not have bandwidth to do everything themselves. It can be lack of proper tools or can be constraints such as being geographically dispersed (different time zones, need for 24/7 service, etc.).

These are the most common types of Managed IT Services: Managed Network and Infrastructure, Managed Security, Professional Services and vCIO, Managed Emails, Managed Backup and Disaster Recovery, Managed Endpoints, and IT Helpdesk.

### DISCOVERY QUESTIONS TO HELP YOU GET STARTED:

#### Network and IT Management:

1. How is your network configured and managed today?
2. Do you have end user support?
3. Do you have a monitoring and ticketing system to help manage your IT?
4. Have you considered outsourcing some or all of your IT management?
5. Are your computers and servers managed internally or by a third party?
6. Do you have an inventory of all your equipment?
7. How do you manage patches, updates, policies, or application updates?
8. What are your growth plans and how will you address that from an IT perspective?
9. What platform are you using for your email and how is that managed?
10. Do you need help with administration and support of your email system?

#### Managed Backup and Security

1. Do you have a backup solution (computers and servers)?
2. How much time can you afford to be down?
3. How much data can you afford to lose?
4. Are there industry requirements for data retention?
5. When was the last time you tested and validated your backup?
6. How do you manage security today?
7. Do you have anyone on your staff dedicated to just security?
8. What kind of Firewall do you have and who manages that?
9. How do you manage your log files and alerts?
10. How do you manage the security of your computers and servers?
11. How do you secure your remote workforce?
12. Do you have a security policy in place?
13. How would you handle an incident and respond?



#### Managed Network and Infrastructure

- Managed WAN
  - Network Operations Center (NOC)
  - SD-WAN
  - Routers
- Managed LAN
  - Switches
  - Access Points
  - LAN Monitoring



#### Managed Security

- Security Operations Center as-a-Service
  - Centralized Security
  - Industry Experts (Certified)
  - Specialized Tools and Software
  - 24/7/365 Monitoring and Response



#### Firewall

- Traditional Firewall
  - Stateful Packet
  - Premise Based
- Next Generation Firewall (NGFW)
  - Application Control
  - IDS/IPS
  - Deep Packet Inspection
  - Cloud or Premise based
- Managed Security End Point
  - End Point Detection (EDR)
  - Managed Detection and Response (MDR)
  - Email Security
- Security Awareness & Training
  - Skills Based
  - Awareness
  - Simulation
- Security Professional Services
  - Security Assessment
  - Penetration Testing
  - Vulnerability Scanning
  - Compliance



#### Professional Services and vCIO

- IT Audit and Assessment
- Break/Fix and Troubleshooting
- Boots on the Ground

- Various IT Implementation (Equipment, Applications)
- Virtualization, Migration, Infrastructure and Network Refresh
- Security Audit and Assessment
- Virtual CXO



#### Managed Emails

- Office 365/Microsoft 365
  - Administration
  - Licensing
  - Spam Filtering and Data Loss Prevention
- CSP options
- Email Security
- Migration Services
  - On-Premise



#### Backup and Disaster

- On-Premise Backups
- Cloud-Only Backup
- Hybrid (On-Premise + Cloud)
- Disaster Recover as-a-Service



#### Managed Endpoints

- Servers
- Workstations
- VDI/DaaS
- Operating Systems
- Imaging Workstations
- Patches, Updates
- Anti-Virus
- Automatic Software Deployment
- Inventory and Asset Management
- Secure Remote Troubleshooting



#### IT Helpdesk

- Single point of contact for various levels of outsourced IT support
- SLA varies depends on service agreement
- Ticketing system