

Enterprise Elite Services



NetEnrich Enterprise Elite Services (EES) for cloud services are designed to provide solution providers with a comprehensive suite of remote cloud infrastructure services for enterprise clients with a large IT footprint or sophisticated technology solutions. NetEnrich services are performed 24x7, 365 days a year by experienced, certified technicians, who use enterprise-class technologies and follow proven ITIL processes in order to ensure 24 x 7 uptime for virtual servers, infrastructure applications, custom applications, database, storage, and Network devices.

NetEnrich Enterprise Cloud Services

The following two levels of Cloud EES services are available:

CLOUD-AID (to proactively monitor the health of your cloud servers): Industry standard monitoring checks the availability and performance of Windows and Linux operating system services, event logs, and maintenance services along with comprehensive reporting. NetEnrich personnel will review incoming alerts and log files to quickly pinpoint an issue and proceed with predefined Standard Operating Procedures (SOPs) for remediation. If the SOPs fail to resolve the problem, the ticket is updated and immediately escalated to a cloud partner contact for resolution.

CLOUD-MANAGE (lets you profit from full remediation and management of your cloud servers): In addition to monitoring, SOP remediation and full issue resolution, NetEnrich personnel will review the incoming alerts and log files to quickly pinpoint an issue and remediate the problem. If NetEnrich personnel are unable to resolve the problem, the ticket will be updated with detailed troubleshooting steps and immediately escalated to the cloud service provider or vendor Tech Support¹ for further troubleshooting and resolution.

Preventive Maintenance Minimizes Business Risk

To reduce the risk of system failure or outages, both NetEnrich EES Cloud-AID and Cloud-MANAGE services include Windows patch management² for operating systems, as well as proactive antivirus definition updates and application specific health checks. Partners must approve all major updates performed.

ENTERPRISE ELITE SERVICES FOR CLOUD	Cloud-AID	Cloud-MANAGE
24 x 7 Monitoring of Windows Server (Availability, Performance, Services and Event logs), Synth Xaction, Network Devices and Backup Processes	✓	✓
Alert Validation and Escalation	✓	✓
Verifying Completion of Backup Jobs	✓	✓
NetEnrich Predefined Standard Operating Procedures (SOPs) Initial Remediation	✓	✓
Client's Custom Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Antivirus Definition Updates Validated	✓	✓
Windows Patch Management Per Customer Approval	✓	✓
2-way Integration with Autotask/Connectwise or Access to Portal for Case Tracking and Metrics Reports	✓	✓
Executive Dashboard (web portal), On-Demand, Weekly and Monthly Reports	✓	✓
Monthly Proactive Application Health Checks		✓
Troubleshooting and Full Remediation		✓
Vendor Tech Support ¹ for Further Troubleshooting and Full Resolution		✓
Cloud Service Provider ¹ Coordination for Failures		✓
Move, Adds, Changes (MACs) ⁴ and Service Requests ⁵		✓

EES Target End Client

Mid-sized businesses and large enterprises. Or, end clients with a minimum of 100 and up to 250 devices, desktops or users.

Always On

24 x 7 monitoring of hosted servers, application stack and backup process

No Disruption

Preventative maintenance is performed for updates, changes, and performance-intense services during non-peak periods to eliminate client business impact.

Complete Control

Solution providers set SOP standards for the review of incoming alerts and initial execution. Detailed reports reveal the work performed.

Proactive

Incoming alerts are reviewed and immediately remediated by NetEnrich. If required, we coordinate with Vendor tech support² on your behalf.

Fully Integrated

All alerts are updated with Autotask and Connectwise PSA tools. NetEnrich will support published RMM tools, platform or infrastructure hardware used by our partners and their clients.

Accountable

NetEnrich EES Cloud-AID and Cloud-MANAGE services include detailed reports generated on all activity performed – alerts, trouble tickets, preventative maintenance, and infrastructure performance — all instantly available from a secure Web portal or sent directly to you each week or month.



SALES CONTACTS: For more information, visit us at www.ingrammicro.com/seismic or call the

Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail saleservices@ingrammicro.com.

For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail services2ingrammicro.ca or visit www.ingrammicro.ca

Enterprise Elite Services



1 – Microsoft Vendor Tech Support Included. Must have valid vendors' maintenance/technical agreement for Network devices, Non-Microsoft or third-party applications, and antivirus products. Expiration of maintenance/technical support agreement places limits on AID and MANAGE services. Software and hardware put into 'End of Life' by vendor will be limited to AID and MANAGE service only.

2 – Default Windows patch management includes Security and Critical patches. Genuine windows license is the responsibility of the customer.

3 – Customer or solution providers should authorize NetEnrich to escalate to cloud service providers. Valid support contracts managed by the customer.

4- MACs for Infrastructure and customer applications are included.

5- Service requests are limited to 30 minutes in length, and 5 hours per month maximum, per customer.

IT INFRASTRUCTURE	SUPPORTED TECHNOLOGY
Server Operating Systems	Windows Server, SBS Server, Linux Flavors(Red Hat, Centos and Ubuntu), Unix
Server Applications	Web Servers(Apache, Tomcat, IIS, Web logic, JBoss, J2EE), Custom Applications
Databases	MS SQL (EXP, STD,ENT), My SQL (STD,ENT)
Antivirus Products	Symantec, McAfee and Trend Micro



About NetEnrich

NetEnrich offers the IT channel a better way to grow infrastructure, enterprise, cloud and data center IT managed and professional services. The company's innovative remote and comprehensive suite of IT services (IT-as-a-Service) gives solution providers and MSPs instant access to expert certified IT engineers, proven ITIL processes and an ISO27001 certified network operating center (NOC) at a much lower cost than full-time resources. Partners purchase NetEnrich IT-as-a-service on a monthly or hourly basis to enhance or augment their IT capabilities; some choose to resell NetEnrich directly to their end customers. Visit us at www.netenrich.com, follow us on Twitter @NetEnrich or call 408-436-5900.

©2011 NetEnrich. All rights reserved. Features and specifications are subject to change without notice. All other trademarks used herein are the property of their respective owners.



SALES CONTACTS: For more information, visit us at www.ingrammicro.com/seismic or call the

Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail saleservices@ingrammicro.com.

For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail services2ingrammicro.ca or visit www.ingrammicro.ca