

Enterprise Elite Services

REMOTE INFRASTRUCTURE AND DESKTOP MANAGED SERVICES



NetEnrich Enterprise Elite Services (EES) are designed to provide solution providers with a comprehensive suite of remote infrastructure and desktop managed 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 to ensure continuous uptime for servers, infrastructure applications, custom applications, Database, Storage, network devices, and desktops.

Server and Network Infrastructure Services

Two levels of EES services are available:

AID proactively monitors the health of your client's server and network infrastructure: industry standard monitoring checks the availability and performance of Windows and Linux operating system services, event logs, SNMP based network devices, as well as hardware errors. NetEnrich personnel reviews incoming alerts and log files to quickly pinpoint an issue and proceed with pre-defined standard operating procedures (SOPs) for remediation. If the SOPs fail to resolve the problem, the ticket is updated and immediately escalated to a designated partner contact or ISP vendor for resolution of the issue.

MANAGE lets you profit from full remediation and management of your client's server and network infrastructure: in addition to monitoring, SOP remediation and full issue resolution, NetEnrich personnel reviews incoming alerts and log files to quickly pinpoint an issue and remediate the problem. If the NetEnrich personnel is unable to resolve the problem, the ticket will be updated with detailed troubleshooting steps and immediately escalated to the vendor Tech Support¹ or ISP vendor for further troubleshooting and full resolution.

Preventive Maintenance Minimizes Business Risk

To reduce the risk of system failure or outages, both NetEnrich EES AID and MANAGE services include Windows patch management² for operating systems, as well as proactive Antivirus definition updates, Active Directory (AD) and Exchange health checks. Partners will approve all major updates performed.

ENTERPRISE ELITE SERVICES FOR SERVERS AND NETWORK	AID	MANAGE
24x7 Monitoring of Windows Server (Availability, Performance, Services and Event logs), Synth Xaction, Network Devices and Backup Processes	✓	✓
Alert Validation & Escalation	✓	✓
Verifying Completion of Backup Jobs	✓	✓
NetEnrich Pre-defined Standard Operating Procedures-(SOPs) Initial Remediation	✓	✓
Client's Custom Standard Operating Procedures (SOPs)-based Initial Remediation	✓	✓
ISP Vendor ³ escalations for Link Downtime	✓	✓
Anti-virus 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 & Monthly Reports	✓	✓
Monthly Health Checks for Active Directory and Exchange		✓
Troubleshooting and Full Remediation		✓
Vendor Tech Support ¹ for Further Troubleshooting and Full Resolution		✓
Hardware Vendor ¹ Coordination for Hardware Failures		✓
Move, Add, Change (MACs) ⁴ and Service Requests ⁵		✓

EES Target End Client

Mid-sized and large enterprises or end clients with a minimum of 101 and up to 250 devices, desktops or users. End clients with more than 250 devices will be scoped separately.

Always On

24x7 monitoring of critical IT infrastructure.

No Disruption

Preventive 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 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 in 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 AID and MANAGE services include detailed reports generated on all activity performed – alerts, trouble tickets, preventive maintenance, and infrastructure performance -- all instantly available from a secure web portal or pushed 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

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REMOTE INFRASTRUCTURE AND DESKTOP MANAGED SERVICES



Desktop Services

Improve Productivity

Improve desktop/laptop reliability and performance with security patch management and Antivirus Definition Updates.

No Disruption

Operating system and application updates and upgrades are delivered during non-peak periods, reducing impact to your client's productivity.

Free-up Resources

Your clients can contact NetEnrich by Chat, Email or via alert Tickets to resolve any issue without tying up your team.

NetEnrich EES Desktop services help solution providers maintain the productivity, as well as optimize the performance, reliability and security of their client's Windows-based desktops and portable devices. EES Desktop services are performed 24x7, 365 days a year by experienced, certified Windows administrators, who use enterprise-class technologies and follow proven ITIL processes to ensure minimal impact on user productivity of desktop and portable devices.

NetEnrich partners may choose from two levels of EES Desktop services for Windows desktops and portable systems – AID and MANAGE. EES AID provides remote Windows patch management and Antivirus updates for preventive maintenance. EES MANAGE includes the same services offered within AID, and includes access to your NetEnrich desktop support team by Chat, Email or via alert Ticket for any desktop or laptop issue. NetEnrich will respond as if they are a member of your own IT Staff.

ENTERPRISE ELITE SERVICES FOR DESKTOPS	AID	MANAGE
Management of Windows Patch Releases (Operating System, IE, Office) to Desktops and Portable Systems	✓	✓
Anti-virus Definition Updates Validated	✓	✓
Inventory Reporting (desktops/laptops)	✓	✓
Contact via Phone, Email, or Web for Desktop/Laptop Issues, Access or Problems with Network(s) or Printer(s), User Password Resets, PDA Synchronization, Virus Removal and VPN Client Configuration/Access. All Requests/Issues Ticketed and Escalated (Per Customer Specification)		✓

1 – Microsoft Vendor Tech Support Included. Must have valid vendors' maintenance/technical agreement for Network devices, Non-Microsoft or 3rd party applications, and Anti-virus products. Expiration of maintenance/technical support agreement places limits on AID & MANAGE services. Software & Hardware put into 'End of Life' by vendor will be limited to AID and MANAGE service only.

2 – Default Windows patch Management includes Security & Critical patches. Genuine Windows license is the responsibility of the customer.

3 – Customer or solution providers should authorize NetEnrich personnel to escalate link failures to ISP vendor. Valid support contracts managed by the customer.

4- MACs for AD, Exchange mail boxes, Blackberry, Terminal servers and Citrix are included.

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

IT INFRASTRUCTURE

SUPPORTED TECHNOLOGY

Server Operating Systems	Windows Server, SBS Server, Linux Flavors (Red Hat, Centos & Ubuntu), Unix
Server Applications	Domain Controller (Active Directory), Email (Microsoft Exchange), Backup (Symantec, NT Backup), Mobile (Blackberry), Virtualization (VMware, Xen), Terminal Servers, Citrix, SharePoint, Web Servers (Apache, Tomcat, IIS, Web logic, JBoss, J2EE), Custom Applications
Databases	MS SQL (EXP, STD, ENT), My SQL (STD, ENT)
Network	Switches, Router, Firewall, WAP (Cisco, HP & Juniper) and VoIP (Cisco)
Storage	EMC, HDS, HP, IBM, NetApp
Desktops	Windows XP and upwards
Antivirus Products	Symantec, McAfee & 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.

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