

AFFORDABLE REMOTE MONITORING, REMEDIATION AND PREVENTIVE MAINTENANCE

Avoid the headaches and high cost of maintaining your own Network Operations Center (NOC) and let Seismic Global NOC help you grow your services revenue and sustain a competitive advantage with your customers.

Our affordable, scalable, private-label service allows you to provide a comprehensive, high-end NOC to augment your own capabilities — or if you prefer, let us manage the NOC for you. Seismic Global NOC works in tandem with the Seismic Remote Management and Monitoring tool or your own LPI monitoring and management application tool.

Seismic Global NOC handles routine maintenance and monitoring functions, including:

- Monitoring and escalating alerts 24/7
- Reviewing backups
- Defragmenting the hard disk
- Deleting temporary files
- Preventing viruses
- Reducing spam

In addition, we offer packages that include 24/7 remediation on both the desktop and server. Platinum and Platinum Plus customers can also select optional services that include network device management for routers, firewalls and switches.

With all interaction occurring between MSP engineers and our Seismic Global NOC staff, this delivery method allows you to focus your valuable and costly engineering time on high-end projects and on-site work. All services will be delivered under your brand, allowing you total control over policies, procedures, computer access and day-to-day NOC operations.

Three Service Packages Available

Because every organization's needs are different, Seismic Global NOC offers you a choice — so you can select the service that's right for you.

Gold — Comprehensive 24/7 Maintenance Package for Desktops and Servers

Preventive Maintenance for Desktops includes:

- 24/7 Monitoring
- Patch management
- Antivirus/antispymware
- Temp file deletion
- Disk defragmentation
- Asset/inventory reporting

Preventive Maintenance for Servers includes:

- 24/7 monitoring
- Patch management
- Antivirus/antispymware
- Preventive maintenance for Exchange/Active Directory
- SOPs for correction before escalation
- Integration with PSA (such as Connectwise or Autotask)
- Limited administration

Platinum — Comprehensive 24/7 Maintenance and Remediation for Desktops and Servers

Preventive Maintenance for Desktops includes:

- Everything in Gold package

Preventive Maintenance for Servers includes:

- Everything in Gold package
- Plus — remote troubleshoot and fix (alert and resolution)
- Plus — move/add/change users or groups
- Optional: Preventive maintenance for routers, firewalls and switches also available



Global Network and Operations Center Powered by NetEnrich

Platinum Plus — Comprehensive 24/7 Maintenance and Remediation for Desktops and Servers

For Desktops includes:

- Everything in Gold package
- Plus — remote troubleshoot and fix

For Servers includes:

- Everything in Platinum package
- Plus — remote troubleshoot and fix
- Plus — move/add/change users or groups
- Optional: Preventive maintenance for routers, firewalls and switches also available

Every Seismic Global NOC package includes:

- Maintenance services — patching, spyware, antivirus and preventive tasks
- Monitoring, alerting and escalation — after business hours or 24/7
- Up/down alerting in network devices

Optional Service Offerings for Routers, Firewalls and Switches

The Seismic Global NOC also offers network device management for routers, firewalls and switches as an optional service to enhance our Platinum and Platinum Plus plans.

Choose your service level:

- Premium — offers complete monitoring and proactive management of routers and firewall devices

- Comprehensive — adds full remediation support of all devices to the Premium Package
- Switches — provides monitoring and proactive management of switches only
- Devices supported list available on site

Both the Premium and Comprehensive packages include ISP vendor management (escalation to ISP).

Premium Package for routers and firewalls:

- Monitoring and alerting for SNMP enabled network devices
- ISP vendor management
- Proactive checks on network devices
- Asset inventory of network devices
- Full access to private labeled Partner Portal
- Access to reports

Comprehensive Package for routers and firewalls:

- All functionality of Premium Package and full remediation support

Switch Package — supports switches only and includes:

- 24X7 Monitoring & Alerting
- Ping monitor (device availability)
- Resource monitors (CPU, Memory, ports etc.)
- Configuration backup of manageable switches
- Asset/Inventory
- Full Reporting

List of supported devices posted on www.ingrammicro.com/seismic.

SALES CONTACTS

For more information, visit www.ingrammicro.com/seismic, call the Ingram Micro Services team at (800) 705-7057, option 5, or e-mail salsservices@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail services@ingrammicro.ca or visit www.ingrammicro.ca.

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