

Mid-market Services

REMOTE INFRASTRUCTURE AND DESKTOP MANAGED SERVICES



NetEnrich Mid-market Services (MMS) are designed to provide solution providers with a comprehensive suite of remote infrastructure and desktop managed services for their mid-sized business clients.

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, network devices, infrastructure applications and desktops.

Server and Network Infrastructure Services

Two levels of MMS 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 & 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 resolution of problems or issues, 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 and Weekly Reporting

Reduce the risk of system failure or outages with NetEnrich SBS AID and MANAGE. Services include Windows patch management² for operating systems, as well as proactive Anti-virus definition updates, Active Directory (AD) and Exchange health checks. Partners will approve all major updates performed.

Weekly and monthly reporting is provided and reports are available on demand for both NetEnrich SBS AID and MANAGE services. NetEnrich reports provide valuable data for NetEnrich partners to regularly assess the overall health of their client's IT infrastructure under management.

MID-MARKET SERVICES FOR SERVERS AND NETWORK	AID	MANAGE
24x7 Monitoring of Windows Server (Availability, Performance, Services and Event logs), Network Devices and backup processes	✓	✓
Alert Validation & Escalation	✓	✓
Verifying Completion of Backup Jobs	✓	✓
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 & Full Remediation		✓
Vendor Tech Support for Further Troubleshooting and Full Resolution		✓
Move, Add, Change (MACs) ⁴		✓

MMS Targets End Client

More complex Small and Mid-sized businesses or, end clients with up to 250 users and a minimum of four (4) and maximum of 100 servers or network devices.

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, eliminating impact to client business operations.

Complete Control

NetEnrich sets SOP standards for the review of incoming alerts and initial execution. Detailed reports show work performed.

Proactive

Incoming alerts are reviewed and immediately remediated by NetEnrich. If required, we coordinate with Vendor tech support² for remediation.

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

Detailed reports are generated on all activity performed – alerts, trouble tickets, preventive maintenance, and infrastructure performance -- all instantly available from a secure web portal.



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 services2@ingrammicro.ca or visit www.ingrammicro.ca

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Desktop Services

Improve Productivity

Improve desktop/laptop reliability and performance with consistent security patch management and Anti-virus Definition Updates.

No Disruption

Operating system, application updates and upgrades are delivered during non-peak periods to reduce the impact to client 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 MMS 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. MMS Desktop services are performed 24x7, 365 days a year by experienced, certified Windows administrators, who use enterprise-class technologies and follow proven ITIL processes for minimal impact on user productivity of desktop and portable devices.

NetEnrich partners may choose from two levels of MMS Desktop services for Windows desktops and portable systems – AID and MANAGE. MMS AID provides remote Windows patch management and Anti-virus updates for preventive maintenance. MMS 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.

MID-MARKET 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' phase by vendor will be limited to AID & 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.

IT INFRASTRUCTURE

SUPPORTED TECHNOLOGY

Server Operating Systems	Windows Server 2000 and upwards, SBS Server Linux Flavors (Red Hat, Centos & Ubuntu)
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)
Databases	MS SQL (EXP, STD), My SQL (STD)
Network	Switches, Router, Firewall, WAP and VoIP (Cisco, HP & Juniper)
Website Monitoring	Website Monitoring
Desktops	Windows XP and upwards
Anti-virus Products	Symantec, McAfee & Trend Micro



About NetEnrich

NetEnrich services give solution providers a better way to manage IT from the closet to the cloud. 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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