



Global Network Operations Center (Global NOC) Frequently Asked Questions

How does a reseller sign up for the service?

Ingram Micro Seismic Sales Rep will create a partner portal login account for the reseller after the service agreement is signed. The reseller can access the partner portal and sign up to the services for each of their clients.

The Ingram Micro Seismic Sales Rep will verify the information of the client provided by the reseller and process it for On-Boarding.

If a reseller is buying the RMM/NOC bundle, what are the hardware requirements?

Required is a server at the location to be monitored so it can be loaded with the on-site manager. Designated Onsite manager box requirements

- Windows 2003 server STD Edition with SP2
 - 0-10 Devices
 - CPU speed (1.0 GHz)
 - Memory (1 GB)
 - 10-999 Devices
 - CPU speed (1.8 GHz)
 - Memory (2 GB)
 - 1000+ Devices
 - CPU speed (3.0 GHz)
 - Memory (4 GB)
- Minimum of 6GB Disk space to be provided on the OM Installation drive

Must a VAR have the hosted Ingram Micro Seismic RMM?

No. The VAR can be using either the on-premise or hosted version of the Ingram Micro Seismic RMM.

What are the different services offered by Ingram Micro Seismic?

Gold, Platinum and Platinum Plus are the three services offered.

What are the different services offered as part of Gold, Platinum and Platinum Plus?

Gold:

- Monitoring & alerting for servers and network devices
- Proactive checks on servers
- Preventive Maintenance on desktops
- Asset Inventory
- AutoTask and Connectwise integration
- Seismic Epicenter Portal Access

Platinum: - In addition to everything in Gold:

- Troubleshooting and fix on servers

Platinum Plus: - In addition to everything in Gold and Platinum:

- Troubleshooting and fix on desktops

What types of devices are supported as part of 24X7 monitoring and alerting?

This will vary by the package purchased, but typical devices monitored include:

- Servers
- Switches
- Routers
- Firewalls
- Access Points

What is the difference between Platinum and Platinum plus Services?

The differences between these services are that desktop troubleshooting and fix are not included in Platinum services.

What are the bundled applications packaged with these services?

Trend Micro Office Scan 8.0 is bundled in all the 3 (Gold, Platinum and Platinum Plus) packages.

How does a reseller request for Bundled software?

The subscribing VAR can send an email requesting the bundled antivirus for a specific site/customer. The Global NOC will generate the package and provide link for the VAR to download the package.

How does the escalation procedure work?

The reseller fills out the escalation matrix in Partner Portal and assigns it to respective client. There are 3 levels of escalations that the Global NOC will attempt to contact until a party is reached on the escalation contacts. (This varies based on the associated SLA)

The Global NOC may try all 3 levels of escalation contacts, and if none of the contacts are reachable, the NOC may send email to all the escalation contacts. (This varies based on the associated SLA)

What is involved in the On-Boarding process?

Once Ingram receives the Purchase Order, an email will be sent to the VAR with the checklist and the partner portal login details to create clients. A representative will reach out to the VAR to schedule the kick off call. This call will be held to review the On-Boarding process and help the VAR complete the checklist as part of the site preparation. During the call, the VAR can provide site information to the On-boarding team which will help in the Rapid On-Boarding. On-Boarding customer will be completed in 48hours from the time of checklist completion confirmation has been received from the VAR.

Which remote monitoring and management (RMM) tool is used for services?

Level Platforms Managed Workplace is used to provide services

Does the Global NOC communicate to the end users?

NO, the Global NOC will not communicate to the end users or customer contacts as part of Gold, Platinum or Platinum Plus Packages.

What SLA's are in place for the Seismic Global NOC Services offering?

The response time SLA's for each of the priorities are below

- P0 incidents are responded within 15 Minutes.



- P1 incidents are responded within Two hours.
- P2 incidents are responded within four hours.
- P3 incidents are responded within twenty four hours.

What are the different PSA systems integration supported?

Connectwise and Autotask PSA integration are supported with the Global NOC ticketing system.

Which backup applications does the Ingram Micro Seismic NOC monitor?

Symantec Backup Exec 8.x, 9.x and above

Which database application is monitored?

Microsoft SQL

Which antivirus applications are monitored?

Symantec, McAfee and Trend Micro

What are the contract terms?

Month to month, auto-renewing

What types of reports are available to the reseller? How are they accessed or delivered?

All reports are available from Seismic Epicenter's service provider login. The VAR can login to the portal and generate reports for a specific client.

The following reports are available:

- Preventive & Proactive Maintenance reports
 - Anti-Virus Definition Updates
 - Temp File Deletion
 - Disk Defragmentation
 - MBSA Scan
 - EXBPA
- Asset Inventory reports

What category/classification of Microsoft patches are installed?

By default, Microsoft security and critical patches are installed on desktops and servers.

How are security and critical patches installed on desktops and servers?

Desktops: Security and critical patches are installed every weekend (Friday night through Sunday night if necessary).

Servers: The Global NOC will create tickets for VAR approval to install security and critical patches. Reports are generated using MBSA scans and sent to VAR for approval. Once approved from VAR, patches are installed at a scheduled per the defined maintenance window provided by the VAR.

What is Proactive maintenance?

The Global NOC will perform Exchange and Active Directory health checks and will create tickets if there are any errors found. In addition, output reports are available from Seismic Epicenter for review.

