

# ITX Managed Services

## PCs

Starting as low as  
**\$15/mo**  
 per PC

## Servers

Starting as low as  
**\$275/mo**  
 per Server

## Firewalls

Starting as low as  
**\$99/mo**  
 per SonicWall

24 x 7 Monitoring	✓	✓	
Asset Management	✓	✓	
Managed Antivirus Software	✓	✓	
Managed Spyware Prevention	✓	✓	
Microsoft Patch Management	✓	✓	
Temporary File Removal	✓	✓	
Monitor Disk Space & Health	✓	✓	
Remote Management	✓	✓	
Remote Access (users)	✓	✓	
On-Site Monthly Maintenance		✓	
Executive Report Consultation		✓	
Backup Monitoring*		✓	
Application Monitoring**		✓	
Online Backup (5GB included)		✓	
Business Class SonicWall Firewall			✓
Deep Packet Inspection Engine			✓
Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention subscription			✓
Periodic Firmware Updates			✓
Weekly Reports			✓
Setup & Installation***			✓

### OPTIONAL FOR PCs AND SERVERS

Network Security Scan  
 Unlimited On-site Support  
 Unlimited Phone Support  
 Unlimited Online Backup

### OPTIONAL FOR FIREWALLS

VPN remote access  
 Content Filtering  
 Enforced Network Anti-Virus client software

\* Backup Exec

\*\* Web Server (IIS), DB Server (MS SQL), and Exchange

\*\*\* Up to 4 hours, advanced installs may incur additional fees

<b>24 x 7 Monitoring</b>	ITX MS provides 24/7 visibility of Windows®-based desktops, laptops, and servers. Proactive monitoring service is coupled with on-site preventive maintenance scheduled at specified intervals.
<b>Asset Management</b>	Provides automated discovery and inventory of PCs, servers, and software in your company. This ensures you always have up-to-date information regarding all your software and hardware assets. ITX MS allows you to easily see who is using what software and when. By managing your assets, we can monitor your entire organization's software versions to simplify updates. ITX MS can update your software remotely to minimize the impact of upgrades on your users.
<b>Managed Antivirus Software</b>	Vulnerability monitoring services help protect your computing environment from attack around the clock. Ongoing, proactive monitoring is required in today's environment where there are new vulnerabilities emerging daily. ITX MS performs a daily check to ensure that the anti-virus has the latest signature files; is healthy and not corrupt; and has been installed with a valid license.
<b>Managed Spyware Prevention</b>	Spyware is any software that covertly gathers user information through your Internet connection without your knowledge, usually for advertising purposes. ITX MS runs seamlessly and automatically in the background daily to protect desktops against malware, spyware, and worms.
<b>Microsoft Patch Management</b>	Scans networks for missing security patches which can be automatically downloaded, packaged according to each machine's configuration, and delivered. Provides a list of White and Blacklisted patches (critical security patches for Microsoft OS and applications) after conducting Internet research and testing patches on test beds. Once you agree, ITX MS completes the process of applying the patches and provides a report.
<b>Temporary File Removal</b>	ITX MS removes unused files from your system - allowing Windows to run faster and freeing up valuable hard disk space. It also cleans traces of your online activities.
<b>Monitor Disk Space &amp; Health</b>	Monitors core server resources (CPU, memory, disk, event logs, counters, etc.) and enables centralized management of remote processes and services. Increases performance by monitoring RAM, disk space, supported drivers for key hardware components, and older devices.
<b>Remote Access (users)</b>	Utilizing "LogMeIn Reach" which allows either "permission-based" or unattended secure method to remotely "take over" your PC to troubleshoot, diagnose, and distribute applications and updates. Technicians can remotely reach servers through RDP without opening ports or without needing to know the server's IP address. Saves time & money by not having to physically visit your site.
<b>On-Site Monthly Maintenance</b>	In addition to remote monitoring, ITX technicians visit your site monthly to perform server maintenance
<b>Executive Report Consultation</b>	ITX technicians will consult with you on your custom reports that include HW & SW inventory, preventive maintenance activities, anti-virus updates performed, spyware instances removed, user details, time-to-resolution, e-mail statistics, and more.
<b>Backup Monitoring*</b>	Monitoring and managing backups, especially tape backups, are time-consuming tasks. Utilizing Backup Exec, ITX MS monitors and reports backups on functions such as tracking failed and completed jobs, completing backups, and producing reports on restorations.
<b>Business Class SonicWall Firewall</b>	SonicWall's family of network security appliances combines robust security services with high-speed deep packet inspection to provide you the best protection possible. SonicWall is engineered to reduce cost, risk, and complexity by integrating automated and dynamic security capabilities for comprehensive protection and maximum performance.
<b>Deep Packet Inspection Engine</b>	Deep Packet Inspection looks at the data portion of the packet. The Deep Packet Inspection technology includes intrusion detection and intrusion prevention. Intrusion detection finds anomalies in the traffic and alerts the administrator. Intrusion prevention finds the anomalies in the traffic and reacts to it, preventing the traffic from passing through.
<b>Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention</b>	SonicWall provides security solutions that are based on an award-winning deep packet inspection engine. SonicWall appliances combine a real-time deep packet inspection engine with dynamically updated gateway anti-virus, anti-spyware, intrusion prevention, enforced desktop anti-virus, content filtering and secure wireless capabilities into an easy to manage solution.
<b>Periodic Firmware Updates</b>	To keep your protection as up to date as possible, ITX will automatically update the firmware on your firewall as updates become available. Often SonicWall provides new features and functionality in their firmware releases at no additional cost adding more value to your investment
<b>Weekly Reports</b>	Administrators require deep intelligence about network utilization and user activity without having to sift through large amounts of data. ITX's Global Management System (GMS) provides weekly reports that graphically illustrate network activity, such as bandwidth utilization, VPN reporting, threats observed, Web site usage, and more. Keeping compliant with external mandates such as Sarbanes-Oxley and HIPAA using customized reporting features is simple. All reports are comprehensive and easy to read.
<b>Setup &amp; Installation</b>	Count on ITX to plan, implement, and customize your firewall solution for you. ITX's experience means you don't need to worry about transition or configuration options regardless of the complexity your environment. As a SonicWall Gold Partner you know ITX will stand behind their work and the solution.