

IT Management

Our IT Management and Support Services bring together the people, products, and processes you need to get better results from your information technology systems.

While managing an organization of any size can be complicated, IntegraONE insures that maintaining your technology systems is not. Organizations large and small depend on critical information technology solutions to conduct their business each day. Our IT Management and Support Services help keep your technology running smoothly and securely while improving overall productivity and profitability.

How It Works

For a low monthly fee, you get the peace of mind of knowing that all aspects of your technology are being proactively monitored, protected, and maintained. This includes your data center, servers and storage, endpoints, and end-user systems!

IT Management Solutions

IntegraONE's Managed Services offers four levels of managed services to meet your organization's unique needs:

LEVEL 1: Tools

Our essential toolset that we use for our MSP clients, now available for direct use. Our Managed Services tools are designed for organizations with fully staffed IT departments who are looking for a centralized toolset to proactively manage their IT assets and environments.

LEVEL 2: Essentials

Essentials is geared toward organizations with minimal IT needs or those looking for some additional support for their overworked IT staff. We provide proactive alerting, access to discounted help desk service, essential hardware updates, virus/spyware removal, and periodic assessments.

LEVEL 3: Hassle-Free

Our premier package is designed for organizations who need an IT department so they can focus on their business. We proactively manage all servers, network equipment, and endpoints while providing unlimited on-site and remote support for managed equipment. Proactive network admin visits are included and make this solution a premium value.

LEVEL 4: Enterprise

This is our highest-level managed services solution and is designed for the large enterprise client who needs to out-source their IT support so they can focus on their business and free up their IT personnel for other initiatives. This solution includes all the components of our Hassle-Free offering with customizable add-ons like Enterprise Network Monitoring and access to specialized engineering resources from IntegraONE.

- ➔ **For a complete list of the specific components of each solution level, please see the chart on the next page of this brochure.**

IT Management, continued

IntegraONE Managed Services Solution Levels

Solution Level Components	Tools	Essential	Hassle-Free	Enterprise
Centralized Management Portal for IT Assets	✓	✓	✓	✓
Proactive Alerts on Key IT Infrastructure	✓	✓	✓	✓
Quick, Easy Scripting to Keep	✓	✓	✓	✓
Network Availability Monitoring	✓	✓	✓	✓
Executive Monthly Reporting	✓	✓	✓	✓
Microsoft Patch Management & Testing	✓	✓	✓	✓
3rd Party Patch Management	✓	✓	✓	✓
Webroot Secure Anywhere Anti-Virus	✓	✓	✓	✓
ScreenConnect — for Secure Remote Access	✓	✓	✓	✓
System Tray Communicator	✓	✓	✓	✓
Quarterly Core Networking Review for Updates	—	—	✓	✓
Business Hour Help Desk Solution	—	—	✓	✓
24/7 Help Desk Solution for End-users	—	—	○	✓
Unlimited on-site and remote support services	—	—	✓	✓
Virtual CIO Services	—	—	○	✓
Real Time Monitoring Of Network Elements	×	○	○	✓
Endpoint Detection & Response — SentinelOne	×	○	○	✓
Security Information & Event Management	○	○	○	○
Mobile Device Management	○	○	○	○
Network Access Control System Management	○	○	○	○
Managed Backup of Servers & Desktops	○	○	○	○
Microsoft 365 Licenses & Management	○	○	○	○
Barracuda Security Features for Microsoft 365	○	○	○	○
Backup of Microsoft 365 & OneDrive	○	○	○	○

✓ Standard × Time and materials ○ Optional — Not available