

itSynergize™ Managed Services Plans

Managed Backup/Disaster Recovery

- Allows backups every 15 minutes and automatically replicates data nightly to two geographically separate data centers
- Provides a low cost, speedy disaster recovery process, including the ability to 'virtualize' a server on the backup device itself. This architecture allows for extremely rapid recovery in the event of a disaster ranging from total destruction to massive hardware failure.
- Offers overnight shipping of a new device with your entire environment virtualized to any location in the United States in the event there is a complete disaster.

Web Control

- Dynamically prioritize applications, users/groups, web categories, or even specific sites
- Robust reporting engine (includes scheduled reports emailed to designated managers or ad hoc reports) including bandwidth utilization (by category, user, application, and totals), spyware infection, and application performance
- Control browsing activity by eliminating or limiting access to unproductive categories of sites, such as adult content, social networking, gambling, etc. Allows for control either by individual user or customized groups.

Managed Secure Access

- Keychain hardware tokens with one-time passwords (OTP) to create a two factor authentication (TFA) system for one or more users on you network.
- TFA is one of the strongest methods of authentication available, and prevents virtually all known attacks because a password is generated at logon time, and expires just a few seconds later.

Spam Management

- Complete spam and virus scanning service performed at offsite servers so that only valid messages make it through to your server.
- Up to 1 GB (more than a month's worth for most customers) of email is spooled in the event your server goes down.
- Each of your users receives a daily summary of spam messages. If they see something they want, they just click a link to deliver it.

Desktop/Server Management

- Management agents for desktops/servers to monitor operation 24/7/365, allow for proactive issue response, and perform regular maintenance.
- Includes both Spyware (Counterspy) and Antivirus (AVG) licenses. Also includes monitoring of pattern file updates as well as remote best effort removal for infected computers.
- Best effort after hours remote troubleshooting of issues identified by management system are included as part of the monthly fee.
- Backup monitoring and administration – fully managed for customers with itSynergize™ Managed Backup, best effort for other backup software