



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, end-points 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 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 outsource their IT support so they can focus on their business and free up their IT personnel for other initiatives. This solution includes all of 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



IntegraONE has made our Virus and Malware protection patching process **seamless** and **effective**. Their multi-faceted IT specialties also provide for an invaluable IT partnership.

Ignacio Mercade, CFO
Sumitomo (SHI)
Cryogenics of
America, Inc.

IntegraONE Managed Services Solution Levels

Solution Level Components	Tools	Essential	Hassle-Free	Enterprise
Centralized Management Portal	✓	✓	✓	✓
IntelliMoN Alerting	✓	✓	✓	✓
SNMP Alerting	✓	✓	✓	✓
Network Availability Monitoring	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Microsoft Patch Management	✓	✓	✓	✓
3rd Party Patch Management	✓	✓	✓	✓
Webroot Secure Anywhere	✓	✓	✓	✓
LogMeIn Pro	✓	✓	✓	✓
Remote PC Control, File Transfer	✓	✓	✓	✓
Secure remote PC Access	✓	✓	✓	✓
Sys Tray Communicator	✓	✓	✓	✓
Update Firewall software	✗	✓	✓	✓
Network Assessment	✗	○	✓	✓
IT Security Assessment	✗	○	✓	✓
External IP Scan	✗	○	✓	✓
SQLScan	✗	○	✓	✓
Exchange/O365 Assessment	✗	○	✓	✓
Virus and spyware removal	✗	✓	✓	✓
Business Hour Help Desk solution for end-users	—	—	✓	✓
24/7 Help Desk solution for end-users	—	—	○	○
Unlimited on-site and remote support services for managed equipment	—	—	✓	—
Virtual CIO Services	—	—	○	○
Mobile Device Management	○	○	○	○
Enterprise Network Topology Maps	○	○	○	○
Enterprise Network Management & Netflow	○	○	○	○
Enterprise Network Configuration Management	○	○	○	○
Security Information and Event Management (SIEM)	○	○	○	○
Network Access Control and Automation	○	○	○	○
Barracuda Networks Device As A Service	○	○	○	○
Cloud Hosted PBX	○	○	○	○
Cloud Hosted SPAM Filtering for Exchange and O365	○	○	○	○
Cloud Hosted Data Center	○	○	○	○
Enterprise Network Engineering as a Service	○	○	○	○
Enterprise Ethical Hacker Security Assessment	○	○	○	○
On-site Backup and Disaster Recovery NAS	○	○	○	○
Fully Managed Backups for Windows and Linux	○	○	○	○
Onsite DR Solution integrated with backup (BDR)	○	○	○	○
Cloud Backup for Roaming Executive Laptops	○	○	○	○
Cloud Storage and DR Solution integrated with Backup	○	○	○	○

✓ Standard
 ○ Optional
 ✗ Time and Materials
 — Not Available



For more information, please call 800-582-6399 or visit www.IntegraONE.com.