

Managed IT Services

Ensure Your Network Is Operating at Full Speed

Trusted Protection Today and Tomorrow

Today's service availability needs, sophisticated threats, strict regulatory environment, and complex business requirements demand service uptime and an assertive security posture. But not every organization has the IT skillset or staffing resources to develop a cutting-edge monitoring and security program in-house and maintain it over time. Does your IT strategy provide the protection, visibility, and oversight to manage productivity-inhibiting and security events 24x7x365? We can help.

Why Partner with Connection

Our expert Network Operations and Command and Response Center offers a fully managed solution to monitor events and manage devices. Using a proven process and industry-leading tools, our Managed IT Services are designed to help you:

- Proactively mitigate service events with thousands of monitors, correlation directives, and self-healing scripts
- Simplify addressing the entire threat lifecycle
- Ensure you have appropriate policies and controls in place
- Monitor and manage over time

Why Choose Managed IT Services?

A fully managed solution gives you a proactive, around-the-clock perspective of where you stand with your critical business services, risk management, and compliancy requirements. For organizations required to comply with HIPAA, PCI, GLBA, or FISMA, this provides the complete picture of your organization's ability to stay in compliance over time.

Our Managed IT Services Provide Constant Vigilance and Protection

- 24x7x365 monitoring
- Log management
- Managed SIEM
- Managed server protection
- Device management
- SIM on-demand
- Vulnerability management and prioritization
- Web and cloud application monitoring

Summary of Features

Data Center Devices	Tier 1	Tier 2
Automated Asset Discovery and Reporting	✓	✓
Network Topology and Connection Overview	✓	✓
Device and Service Availability	✓	✓
Performance Monitoring	✓	✓
Fault Monitoring and Alerting	✓	✓
Security Event Monitoring and Alerting	✓	✓
Self-Healing Scripts and Patches	✓	✓
Automated Event Mitigation	✓	✓
Device Vitals (fans, temperature, utilization, CPU, memory, and storage)	✓	✓
Historical Trend Analysis	✓	✓
Notification of Configuration Changes	✓	✓
Anti-Virus Software Version Discovery and Reporting	✓	✓
Alert Capture Management and Escalation		✓
Incident Remediation		✓
Carrier Circuit Management		✓
Alert and Incident Root Cause Analysis		✓
Optional Remote Engineering Services		
Microsoft Windows Active Directory Administrative Services		✓
Device Administration		✓
Application Administration		✓
Monthly Operating System Patch Management		✓
Optional Intrusion Detection and Prevention		
Proactive Defense Against Pattern / Signature-Based Attacks	✓	✓
Anomaly Detection	✓	✓
File Integrity Monitoring	✓	✓
End-User Devices		
Automated Asset Discovery and Reporting	✓	✓
Self-Healing Scripts and Patches	✓	✓
Automated Event Mitigation	✓	✓
Device Vitals (fans, temperature, utilization, CPU, memory, and storage)	✓	✓
Anti-Virus Software Version Discovery and Reporting	✓	✓
Optional Remote Engineering Services		
Monthly Operating System Patch Management		✓
Optional Intrusion Detection and Prevention		
Proactive Defense Against Pattern / Signature-Based Attacks	✓	✓
Anomaly Detection	✓	✓
File Integrity Monitoring	✓	✓

To learn more about Networked Managed Solutions, call an Account Manager today.

Business Solutions

1.800.800.0014

Enterprise Solutions

1.800.369.1047

Public Sector Solutions

1.800.800.0019

www.connection.com/ManagedIT

©2017 PC Connection, Inc. All rights reserved. Connection®, PC Connection®, GovConnection®, MoreDirect®, Softmart®, and we solve IT™ are trademarks of PC Connection, Inc. Our Sales Policy—All sales are subject to Connection's Standard Terms of Sale. You may review the Terms of Sale at www.connection.com. CS53907-0417

Connection
we solve IT™