



## **MANAGED SERVICES:**

### **Infrastructure Management:**

Providing reliable and cost effective IT infrastructure performance and security

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## Infrastructure Management: The Base Level Service

The Infrastructure Management Solution offered by SBT Partners to its small business clients combines the elements of desktop and remote server management with network component support. The combination of these three critical base level services are optimized for performance and stability allowing the small business to focus on its strategic mission. Infrastructure Management provides 24x7 peace of mind for the owner, managers, and staff. Additional benefits of the Infrastructure Management Solution include:

- A managed services approach to Infrastructure Management eliminates the need for building and maintaining infrastructure internally, an alternative that is costly requiring continual upgrades in processes and personnel skills to accommodate business growth.
- SBT Partners does all the research and implementation of essential performance and security programs and methodologies; we keep track of what is required to run IT within your business so you don't have to invest in best practices or additional personnel.
- In collaboration with a proven partner, SBT Partners ensures all your systems and devices are updated and maintained using a comprehensive preventative maintenance program; small business clients seldom maintain the latest revision levels across all systems and components making support much more costly and time consuming.
- An internal Infrastructure Management program seldom can achieve the stringent service level agreement (SLA) targets regarding response time turnaround and uptime performance that SBT Partners is capable of committing to.

## Infrastructure Management Solution Summary

The following provides an overview of the Information Management solution:

- Complete desktop/laptop user and back office support for a flat monthly fee. There are no "per-incident" charges.
- A highly qualified staff of technical professionals located within a 24x7 network operations center (NOC) proactively analyzes and filters data from servers, desktops, and network components and remediates issues remotely on a best effort basis. Unresolved issues are reported to SBT Partners for immediate onsite resolution.
- The NOC supports monitoring and management of Windows or Linux servers, including applications commonly used by small businesses.
- PC Proactive Care bundles support and issue resolution with comprehensive preventative maintenance for all desktops and laptops to include anti-virus and patch management.
- The solution also provides the capability to deploy software applications remotely.
- Network components are monitored and managed at the NOC to include routers, switches, and firewalls, and issues are elevated if required to SBT Partners for onsite remediation.
- Intelligent "Agents" are installed on all managed devices allowing the NOC to run automated processes and perform routines to ensure that all devices are operating smoothly; the management of all processes runs within a highly secure environment. Client specific information content, confidential or non-confidential, is not accessible to the NOC.
- All services are provided under stringent Service Level Agreements (SLAs) to ensure issue resolution turnaround that meets the small business client's requirements.

## Detailed Components of the Infrastructure Management Solution

The following provides a more detailed description of a cross section of features provided within the Infrastructure Management solution that SBT Partners believes is among the best in class within the industry.

**Server & Network Component Management - Process Flow:** automated processes are constantly being performed on all ports, services, and processes within the client environment and policies are applied based the establishment of pre-determined thresholds and alert escalation mechanisms.

- Servers send out approximately 10-15 alerts daily. Alerts are segregated into Critical and Non-Critical categories based on a comprehensive knowledge base; the relevancy and rating of such alerts within the knowledge base required years of time consuming effort on the part of the NOC partner and ensures that the alert process is fully optimized for maximum performance and security.
- When a critical alert is received, SBT Partners is informed via the NOC within 15 minutes. Concurrently the NOC begins analyzing the cause of the alert and documents possible steps for resolution. The NOC undergoes the initial steps to resolve the issue while opening up a “ticket” within a comprehensive ticketing and tracking system.
- If the issue cannot be resolved within the NOC, the ticket is handed off to SBT Partners. The TAM, who has already been alerted via a web-enabled reporting system, swings into action to mobilize the resources and skills to perform onsite troubleshooting.

In addition to the monitoring and support services provided above, the NOC conducts checks to ensure anti-virus signatures are updated on a regular basis. The AVG Anti-virus Network Edition is bundled within the server management service. The service also includes comprehensive tracking of all software and hardware on each server. White and Blacklisting of critical Microsoft operating system and application security patches, both server and desktop, and preventative maintenance services are also included and administered either at the NOC or by SBT Partners on the client’s behalf.

**Desktop Proactive Care - Process Flow:** automated processes are also being performed, via the installation and use of desktop/laptop agents, to include monitoring and preventative maintenance. A comprehensive list of services includes:

- Anti-virus definition updates
- Spyware scan and removal
- Temporary file deletion
- Internet debris removal
- Security patch deployment
- Hardware and software inventory
- Disk space monitoring
- S.M.A.R.T monitoring

The same processes are utilized between the NOC and SBT Partners for issues requiring attention. Such issues are ticketed and accessible to the TAM via the web-enabled reporting system. Work to be performed by the NOC is approved by the TAM to include AV definition updates, low disk space alerts, patch deployment failures, and other relevant issues requiring SBT Partners attention. The TAM determines, based on criticality, the need and method of resolution.

*SBT Partners recognizes that the Infrastructure Management solution described in this paper is highly technical and will require thorough discussion and planning if it is deployed. Through our engagement methodology and our association with leading managed service providers, SBT Partners will serve as your planning and implementation partner. We will support our clients throughout each phase of the engagement process with straight talk and straightforward solutions.*