

SMB Value Bundle - Program Summary

Bundles	Features
<p>Complete Monitoring & Managed Security</p>	<ul style="list-style-type: none"> ▶Desktop Antivirus Management ▶Desktop Performance Monitoring (Hardware and Applications) ▶Microsoft Windows O/S Patching ▶Router and Switch Availability Monitoring ▶UPS monitoring ▶Antivirus Management ▶Availability / Connectivity Monitoring, Firewalls ▶Firewall Management ▶HTTP Content Management & Proxy Services ▶Intrusion Detection Services and/or Intrusion Prevention Services (IDS and/or IPS) ▶Security Performance Monitoring, Antivirus ▶Security Performance Monitoring, Firewalls ▶Server Performance Monitoring (Applications) (performance monitoring 2) ▶Server Performance Monitoring (Hardware) (performance monitoring 1) ▶Server Performance Monitoring (O/S) (performance monitoring 1)
<p>Essential Support</p>	<ul style="list-style-type: none"> ▶Microsoft Windows O/S Patching ▶Customer Service Portal and Self-Service Ticket Creation and Tracking ▶Helpdesk Services ▶Hourly Billing of End User Support ▶IT Hardware Remote Technical Support ▶Remote Server Support
<p>Managed Online Backup</p>	<ul style="list-style-type: none"> ▶Data Assessment and Analysis ▶Identification of Essential Data ▶Monitored Backup Solution ▶Remote Backup Services