

Accudata Systems Managed Services



Helping You MAXIMIZE Your IT Resources



Accudata Systems Managed Services Program

At Accudata Systems, we understand that you want to focus your efforts and resources on managing and growing your business. This is especially true when it comes to Information Technology. Often, too much time is spent putting out fires rather than utilizing IT staff and resources to help with initiatives that will manage and fuel growth and productivity.

The perfect solution is a Managed Services Program (MSP) from one of the country's leading Information Technology firms with more than 26 years of experience in the networking industry. When you subscribe to the Accudata Systems MSP, you can rest assured that the technical staff on our 24x7 monitoring, alerting and reporting team is monitoring your network, analyzing monitored devices, and actively reporting on the overall health and performance of your network.

Using our central dashboard console, we continuously analyze your network and take the necessary actions required to keep your systems healthy and operating at peak efficiency. The result: you can relax with confidence that Accudata Systems is managing your network so you can concentrate on running your business.

Features & Benefits Summary

Performance Monitoring

We monitor your core infrastructure devices, servers, workstations, applications, Web sites, databases, and printers to provide you with proactive notification of network health issues.

Security Monitoring

We take a proactive approach to security by continuously monitoring your network for security related events. This allows you to minimize security threats with a highly automated solution.

Managed Asset Inventory

We will discover all of the hardware/software components of your managed assets. This will provide you with up-to-date data on all of your managed devices and help you identify unauthorized hardware/software.

Patch Management

To minimize your exposure to security threats, we check the patch levels of your hardware/software. If a patch is outdated, we deploy the most recent update.

Strategic Reports

We generate reports to determine the health of your network, analyze trends, and identify non-compliant software.

Proactive Notifications

If a critical event occurs, our MSP technical staff notifies you via e-mail, pager, phone, or Short Message Service (SMS) and a pre-determined plan of action is initiated to address the issue.

Help Desk Option

Provides your end users with "live" 24x7 technical support from our certified, frontline-support technicians.

On-Site Support Options

If you need our technical staff to visit your office, we offer the following flexible support options: Regular Business Hours, 24x7, Desktop, and Pre-Authorized Hours.

Central Dashboard				Device Categories												Total Alerts	
Site and Location	Devices	Web Sites	Tickets	Unmanaged	Applications	Device Drivers	Hardware	Software	OS	Power	Printer	Switch	Storage	Security	Telephone		
Accudata Systems, Inc.	46	0	70	0	0	0	4	0	1	0	1	0	0	0	0	0	6
AS1 Windows 2003 Servers	25	N/A	5	0	0	0	4	0	1	0	0	0	0	0	0	0	5
AS1 Virtual Servers	4	N/A	4	0	0	0	4	0	0	0	0	0	0	0	0	0	4
AS1 HP Printers	1	N/A	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1
AS1 Cisco 2960 Switches	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco 3550	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco C2800 IPVoice	3	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco IPT	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco Routers	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco 7824	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Cisco Wireless Lan Controller	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Exchange 2003 Servers	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Linux	0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Proxy	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Windows 2000 Servers	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AS1 Windows XP Workstations	17	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

The Central Dashboard Display shows the status of all monitored network devices.

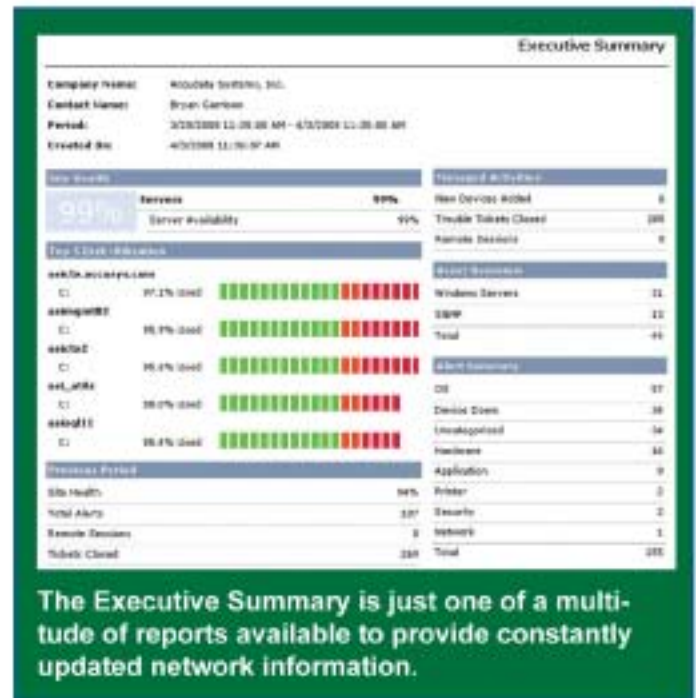
Technical Specifications

Performance Monitoring

- **24x7 Availability Monitoring & Alerting** – Monitoring of critical network components such as workstations, servers, applications, Web sites, network services, network devices, and printers via industry-based standards and protocols (WMI, SNMP, Syslog, NetBIOS, ICMP, XML, generic log, etc). Reporting based on more than 149 standard templates (custom templates available).
- **Error & Event Log Monitoring** – Monitoring of application, security, and system logs across all windows servers and network devices. Central monitoring, analysis, and management of events from WMI and SNMP enabled devices.
- **Drive Space Monitoring** – Monitoring of disk space usage on fixed drives. Disk space monitored for logical free space percentage and logical disk space free megabytes.
- **Application & Database Monitoring** – Monitoring of critical applications and databases (e.g., Microsoft Exchange, SQL Server, and Citrix) on numerous parameters such as windows service availability, application and database events, and performance counters.
- **Web Site Monitoring** - Monitoring of internal/external Web sites and any hosted/non-hosted Web sites. Monitoring of HTTP, HTTPS, and password protected Web sites. Measurement of host response times and searches for error messages.
- **Backup Monitoring** – Monitoring of backup services, job status, media status, and backup events.

Security Monitoring

- **24x7 Server Monitoring & Alerting** – Servers monitored for security events such as scheduled virus scans, threat detection, and definition file download. Security events are logged to the windows event log and alerts are triggered with notification and escalation trees initiated.
- **Weekly MBSA Scans** – Weekly Microsoft Baseline Security Assessment (MBSA) scans and reports are provided.
- **Network Firewall Monitoring** – Proactive monitoring of market leading firewall technologies to eliminate the need to manually analyze multiple security alerts. Extensive 24x7 monitoring of logs, security related events (e.g., port scan, ICMP flood, and failed login), hardware status, and license status. Custom firewall monitoring services using generic services engines such as SNMP, Syslog, and generic log.



The Executive Summary is just one of a multitude of reports available to provide constantly updated network information.

- **Automatic Backup Verification** – Verification of data backup completion and identification of failed backups.

Managed Asset Inventory

- **Auto Discover Current & Changing Assets** – Asset inventory is collected at regular user-defined intervals. User defined data is supported so that data such as warranty expiration, location, inventory tags, and notes can be entered.
- **Full Hardware & Software Discovery** – An initial full discovery of all hardware/software is performed on managed assets.

Patch Management

- **Discovery** – Leveraging the power of Microsoft Windows Update Services (WSUS), baseline scans are conducted to identify servers and workstations and their current patch levels.
- **Deployment** – Needed patches are discussed with you, approved, and scheduled for deployment via the patch management console.
- **Scheduled Security Updates** – Our MSP technical staff will notify you when Microsoft updates are released, discuss and approve them with you, then deploy them as required.
- **Managed Antivirus & Antispyware** – Desktops and servers are reviewed daily to ensure that antivirus and antispyware updates are current.

Technical Specifications

Strategic Reports

- **Standard Reports** – Generated from predefined best-practice reports in our library.
- **Custom reports** – Can be created from the easy-to-use content selector.
- **Multiple Formats** – Export reports to multiple formats including pdf, XML, HTML, text, and Excel. Easily download or e-mail reports directly from the central console.
- **Analysis** – Generate reports for historical tracking and trend analysis.

Proactive Notifications

- **Critical Event Notification** – Accudata Systems MSP technical staff will notify your technicians via e-mail, pager, phone, or SMS when critical events occur.

Help Desk Options

- **Operating System Support** – Help Desk support is available for any computer based upon an Intel or AMD processor that is running a current or recent version of Microsoft 9x/Me/NT/2000/XP/Vista and their back-office applications.
- **Application Software Support** – Support is provided for the current software versions listed on the Accudata Systems supported products list and the two most recent prior versions.

On-Site Support Options

- **Regular Business Hours Support** – Network Device In-Scope support and maintenance services Monday-Friday 9 a.m. - 5 p.m.
- **24x7 Support** – Network Device In-Scope support and maintenance services 24x7.
- **Pre-authorized Hours** – Blocks of support time may be purchased in advance.

About Accudata Systems Inc.

Founded in 1982, Accudata Systems is an IT consulting and integration firm that specializes in providing high-value IT services and integrated solutions focused on enterprise network and security infrastructure. As trusted advisors to our clients, we assist them in meeting the ever-increasing demands placed on IT without sacrificing performance, reliability or security. Accudata Systems' work is project-based, employing a highly dedicated, skilled and certified full-time team of engineers and consultants to perform our services.

As an organization that thrives on adding value to our clients' IT environments, one of Accudata Systems' founding and steadfast philosophies is to do everything possible to meet or exceed our clients' expectations. The proof of this commitment is not in our words but in our actions. This customer-centric approach has resulted in many relationships with our valued clients that span decades. Based in Houston, Texas, Accudata Systems has regionally focused technology-based integration practices in the southwest and offers its services throughout the United States.

