

Remote Managed Services

THE NEXT STEP IN IT

We know you have a lot to do.

Keeping your Information Technology going strong requires a lot of work. Why let the details get in the way of your high priority tasks and projects? The Harding Group can take care of your everyday network concerns with our Remote Managed Services Program.

With so many things to balance and execute, the details can consume your valuable resources when you need them most. The Harding Group's Remote Managed Services Program allows you to use your people for what you do best, while we pay attention to keeping you up and running. Let us sweat the maintenance details for you.

1125 Longpoint Ave.
Dallas, TX 75247
Phone: 817-461-3393
Fax: 817-461-3394
information@harding-
group.com
www.harding-group.com

Businesses like yours depend on IT. In today's marketplace, the fittest survive. Everything depends on IT infrastructure stability and performance. The Harding Group's Remote Managed Services can monitor and maintain your IT infrastructure from server software to hardware.

Our Remote Managed Services include:

Server Patching - Managed servers are guaranteed to be updated with necessary software patches from Microsoft for applicable server software. Patches are pre-tested in the NOC's lab as a precaution prior to being installed in a customer's environment.

Anti-virus Protection - Managed servers are continually updated with the latest anti-virus software. Performance of the anti-virus software is managed for optimum performance. Updates are pre-tested before they are applied to managed servers.

Intrusion Detection and Response - Servers and firewalls are monitored with best security practices. Intrusion events (both internal and external) are investigated and escalated as necessary until the threat is resolved. Microsoft ISA 2004 Server, Cisco PIX/ASA are required for this service.

Server Backup Management - Disk-based SPS and/or tape backup jobs are managed seven days a week. If a backup job encounters a problem, the error is investigated and resolved. Customers are advised when tapes are to be changed and when to insert a cleaning tape, and the backup software and agents (where applicable) are also updated as needed.

Microsoft Baseline Security Analyzer (MBSA) Compliance - Managed servers are kept compliant with the MBSA. MBSA detects common security misconfigurations and missing security updates on computers, as well as Active Directory and other critical services such as Exchange and SQL Server.

Proactive Management of Server Health - Non-routine events on managed servers and devices are evaluated as they occur, to avoid failure of the server; this includes per-failure conditions and the slightest deviation of optimum performance.

Continued on reverse

Remote Managed Services

continued from front

THE NEXT STEP IN IT

Problem Management - Remote network administrator duties are included in this service to troubleshoot and escalate problems such as internet circuit outages , VPN management , and placing service calls with hardware vendors.

Reporting Services - Backup reports, performance metrics, MBSA reports, service requests, hardware / software inventories, etc. are available through a secure customer portal.

Optional Services:

- Cisco router patching, configuration backups with notification of configuration changes
- Email spam/virus filtering
- Internet usage management (restricting use of the internet with detailed reporting services) including the blocking of Spyware downloads
- Asset management for any device that has an IP address. All hardware and software components on the network are kept in an up-to-date inventory web portal

1125 Longpoint Ave.
Dallas, TX 75247
Phone: 817-461-3393
Fax: 817-461-3394
information@harding-
group.com
www.harding-group.com