

Managed Services

Security- Security Services

Co-Management, IT Support

We work side-by-side with our client's existing IT department to streamline support services through workflow rules and by manual designation of support tickets by the local technician to our helpdesk.

Windows Domain Services

We provide setup, configuration and management of the systems that respond to security authentication requests (logging in, checking permissions, etc.) within the client's Windows Server domain.

User and Account Administration

The Helpdesk provides account management for all client users. This includes services such as password resets, balance enquiries, account history enquiries and bill payments.

Active Directory Authentication Services and LDAP

Through Active Directory, we provide our clients central authentication and authorization services for Windows-based computers. Active Directory also allows our engineers and tools to assign policies, deploy software, and apply critical updates to an entire organization. Active Directory stores information and settings relating to our client's organization in a central, organized, accessible database.

Group Policy Management

We set up and manage the infrastructure used to deliver and apply one or more desired configurations or policy settings to a set of client's targeted users and computers within a client's Active Directory environment.

Telephony Account Management

We will remote manage client's business telephony system's VoIP, Messaging, voicemail and other telephony components.

Vendor Relationship Management

We maintain direct relationships with hardware and software manufacturers and vendors, effectively communicating with them on behalf of our clients on support, research and upgrade issues.

Network Security Audits & Analysis

Using a combination of specialized tools and expertise, our security specialists discover and document the current security state of a client network, taking into account current hardware, operating systems, applications, policies and configuration. We identify vulnerabilities and potential weaknesses that a client may be exposed to, and offer a solution to remedy them.

Security- Site Management

Optional Feature Packages

24X7 Physical Security 1

DIGITAL VIDEO DEVICES NOT INCLUDED

Ensures client locations are safe from theft, intruders and vandalism and accidental damage. We integrate digital video surveillance and analytic technologies with your IT systems to secure client premises. (Physical Security 1)

Physical Security 2

Ensures client locations are safe from theft, intruders and vandalism and accidental damage. We provide onsite security personnel to secure client premises. (Physical Security 2)