

MSx

Solutions Snapshot

- MSx is a suite of seven managed IT services; mix and match services as you see fit
- The TPx team has more than 50 years of combined experience managing IT services
- Our Network Operations Center (NOC) monitors MSx services 24/7/365
- Our Security Operations Centers (SOC) monitor firewalls 24/7/365
- Our security team consists of ex-military, defense, and cyber security specialists
- MSx is a subscription service with one monthly charge covering a wide range of tasks

| MSx Service | Description | Features/Benefits |
|---------------------------------|---|--|
| Managed SD-WAN | Monitoring and management of SD-WAN network | <ul style="list-style-type: none"> ■ Flexible WAN options: WAN and Hybrid WAN ■ WAN optimization ■ Bring your own bandwidth with QoS ■ Application aware customer profiles ■ Active/active continuity including 4G LTE |
| Managed LAN | Monitoring and troubleshooting of core network infrastructure and equipment | <ul style="list-style-type: none"> ■ 24/7/365 monitoring and emergency support ■ Configuration changes and management ■ Enhanced network health and performance ■ Visibility to third-party (WAN/Internet) network issues |
| Managed Office 365 | Microsoft Office 365 services and support | <ul style="list-style-type: none"> ■ Microsoft Office 365 managed and billed by TPx ■ Administrative technical support and escalations to Microsoft ■ Managed portal administration of Office 365 Tenant ■ Unlimited cloud backups of Office 365's Exchange, OneDrive, and SharePoint data |
| Managed Datacenter | Colocation of IT applications | <ul style="list-style-type: none"> ■ 24/7/365 support and access ■ Access to high capacity Internet or Private MPLS bandwidth directly into TPx's IP network ■ Multiple layers of redundancy in seven geo-diverse SSAE 18 facilities |
| Managed Network Security | Monitoring and management of firewalls | <ul style="list-style-type: none"> ■ 24/7/365 remote monitoring of your firewall, plus we handle regular updates to the device ■ FortiGate platform integrates well with other services on the TPx network (such as UCx) ■ Premium service level also includes best-in-breed UTM (Unified Threat Management) |
| Managed Endpoints | Performance and security solutions for server and workstation environments | <ul style="list-style-type: none"> ■ Automated patch management solution across all your servers and workstations ■ 24/7/365 monitoring and alerting ■ Asset management and scheduled reporting ■ Advanced, integrated anti-malware and anti-virus technology ■ Cost reduction and peak performance with automation and extensive patch library |
| Managed Backups | Data backup and disaster recovery | <ul style="list-style-type: none"> ■ Managed backup and disaster recovery solution, available on-premises and in the cloud ■ 1-year and Infinite Cloud backup retention options ■ Recover to virtualized servers on backup appliance or in the cloud ■ Bare metal and file-level restore capabilities ■ Ransomware scanning of backups |