MSx Managed Endpoints

Minimize the risk and the impact of a failure by protecting your critical systems and assets by having TPx do the work for you.

Managing and troubleshooting complex user workstation environments requires the right skills, a dedicated focus, and an efficient response. Overburdened staff and unreliable workstations can seriously impact user productivity — and, ultimately, your bottom line. With Managed Workstations, TPx delivers the right skills to ensure that your desktops, laptops and servers remain healthy and stable.

The MSx Managed Endpoints service line provides unified performance and security management across your server and workstation environments. Support includes remote monitoring and management (RMM) and endpoint protection technology as well as problem resolution for end-users and server systems. This service is delivered by U.S. based Support personnel in TPx's Network Operations Center (NOC).

If problem arises our Network Operations Center (NOC) is immediately aware and will begin working to address the issue.

KEY FEATURES

24x7 monitoring and alerting We'll proactively monitor and notify you about your endpoints up/down status, as well as useful metrics such as available drive space, CPU utilization, and memory utilization.

Proactive patch maintenance and reporting You'll achieve cost reduction and peak performance with automation and extensive patch library. We'll regularly provide application patching for critical and security updates. Additionally, we provide a monthly report including their patch levels, so you can keep track of their current status.

Reduce costs and keep your endpoints running at peak performance so business productivity remains high.

Troubleshooting and repair We'll troubleshoot any functionality or installation issues with Microsoft and other third-party applications under your agreement. We will also remotely troubleshoot software for peripherals such as monitors, keyboards, mice, and printers.

Advanced, integrated anti-malware and anti-virus technology Endpoint Protection is included in your service plan. It secures enterprise users from malware and other threats by combining behavior recognition technology with cloud computing. Endpoint Protection includes a Management Portal which is a centralized website used to view and manage endpoints.

Administrative support services We will provide remote assistance with OS configuration changes, such as adding local users and changing passwords.

Starting off on the right foot When you sign up for Managed Endpoints we'll include a one-time onboarding project that will help us better understand the current state and ensure that our service meets your specific technical requirements. As one example, we'll work together to establish the maintenance windows for planned system downtime.

FEATURES & OPTIONS

Feature	Description	Service Level	
		Core	Optimum
	U.S-based customer support center providing remote support	8am-8pm ET	24/7/365
Automated Patch Management	Weekly/Monthly patching for critical and security updates for Microsoft OS Level and applications, as well as select 3rd Party applications[2]. Quarterly patching for Service Packs.	■	■
24/7 Monitoring and Alerting	Actionable events, key performance metrics, incidents, & problems	■	■
Asset Management	Asset tracking, aging, resource utilization, remote diagnostics, and configuration change history	■	■
Secure Remote Access Agent	Rapid and secure remote-control technology to access and support servers and workstations	■	■
Endpoint Protection Software	Integrated and advanced anti-virus and anti-malware software	■	■
Automated Reporting	Stored within secure MSx for Endpoints platform, scheduled automated reporting across servers and workstations for current inventory and patch levels, and Last 30 Days for Executive Summary, Uptime History, Alarm Report, Patch Management, Remote Control Log, and Windows-Identified AV/AM Versions	■	■
On-Demand Reporting	Stored within secure MSx for Endpoints platform, ability to run templated reports on demand	+	■
Self-Service RMM Administration	Customer-configured service administration, leveraging MSx for Endpoints' library of automated procedures, and read-only access to audit information (make/model/serial of all machines, physical inventory of hardware, software, and patch status)	■	N/A
MSx-Managed RMM Administration	MSx-managed full-service administration, using our macro analysis of problem trends across MSx's customer base for recommended practice configurations, policy enforcements, asset monitoring and management	+	■

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■ Standard feature
+ Additional time and materials charges apply

Feature	Description	Service Level	
		Core	**Optimum**
3rd Party Application Assistance	For approved 3rd Party Applications, functionality and installation issue troubleshooting including review of the error and reinstallation of the application	+	■
Endpoint AV/AM Deep Scan Assistance	Assistance running Deep Scan capability of Endpoint Protection Agent for viruses or malware[3]	+	■
Endpoint AV/AM Remediation	Research, removal, and remediation assistance for Virus and Malware incidents up to but excluding system reimaging	+	+
End User Self-Service Help Page (BETA)	System tray agent quick launches Help Page for support information, help links, and simple self-service application installations for approved applications	+	■
OS Troubleshooting and Configuration Assistance	Remote troubleshooting and remediation assistance of connectivity and error messages, and configuration assistance with changes such as managing local user account settings and passwords. For Microsoft Windows and Apple Mac operating systems.	+	■
3rd Party Apps Troubleshooting	Install, Uninstall, Reinstall of approved 3rd party applications under contract	+	■
Hardware Support	Coordination with manufacturer to troubleshoot and replace defective hardware under contract		■
Peripherals Troubleshooting	Remote software and driver troubleshooting for peripherals, including but not limited to monitors, keyboards, mice and printers (locally attached)	+	■
Proactive Monitoring	Monitoring, alerting and threshold configuration for server up/down, CPU and memory utilization, automatic services failure/restart messages, and available drive space (major files and folders space). This includes reporting of use along with remediation recommendations. Remediation assistance may be subject to T&M.	■	■
Hypervisor Monitoring and Support	Monitoring and support for Hyper-V		■
Server Backup Monitoring	Proactive monitoring and alerting of Backup Job Failures for Server Backup Solutions		■

Add-On Features

			Service Level	
Optimum Add-On	RDS Server	Add-on support service for managing the health and configuration of the RDS environment	Optimum Server Only	
	Multi-App Server	Add-on support service for managing the health and configuration for servers with multiple server applications	Optimum Server Only	
	SQL or Exchange Server	Add-on support service for managing the health and configuration of SQL or Exchange server environments	Optimum Server Only	
On-Site Troubleshooting Assistance		A dispatched technician to work on-site with MSx Staff remotely		+

■ Standard feature
+ Additional time and materials charges apply

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