

# Endpoint Management

Keep your important servers and workstations healthy, secure, and performing optimally



TPX

## What Is It and Why Do You Need It?

Endpoint management involves overseeing and securing end-user devices like laptops and servers that are connected to a company's network. Endpoint management aims to ensure that these devices adhere to an organization's security policies and are up-to-date with the latest software patches and settings. Patching is one of the simplest steps to reduce cybersecurity threats. However, due to an overwhelming volume of updates, a lack of internal resources, and insecure remote networks, it's often a challenging task for in-house IT teams. TPx lightens the load by continuously monitoring, updating, and securing endpoints, which boosts security defenses against cyber threats and ensures all devices operate smoothly and efficiently.

## Benefits

- **Enhanced Security:** Strengthens cybersecurity by applying timely updates and patches. Software patching is a quick, inexpensive way to prevent cyber attacks.
- **Compliance Support:** Helps devices comply with industry standards and regulatory requirements, reducing the risk of legal and financial penalties
- **Improved Productivity:** Cuts downtime and increases productivity due to systems operating at peak performance
- **Scalability:** Facilitates easier management of an increasing number of devices as a business grows
- **Cost Effectiveness:** Helps prevent costly security breaches and extends the lifespan of devices by keeping them updated and well-maintained
- **Facilitates Remote and Hybrid Work:** Allows managing and troubleshooting devices from any location, providing crucial support for remote and hybrid workforces

## How It Works

**Data Collection** TPx uses Datto RMM, a sophisticated Remote Monitoring and Management (RMM) software, to streamline endpoint management. The system collects detailed data on the health, performance, and security of each endpoint, providing a comprehensive overview that helps in proactive problem resolution and system management.



**Continuous Monitoring** TPx's support technicians continuously monitor the health and performance of each device connected to a customer's network. This includes checking the status of hardware and software to ensure everything is functioning properly.



**Alerts and Updates** The system automatically alerts technicians about any issues with the endpoints. It also helps deploy necessary software patches and schedule maintenance tasks without disrupting daily operations, ensuring devices are always up-to-date and secure.



**24/7/365 Support** Our team is available around the clock to quickly handle customer requests and issues, helping to reduce the impact of any event that could affect your business.



## Why TPx?

TPx offers over 20 years of managed IT service experience, providing robust, customized solutions tailored to unique business needs. Managing over 17,000 endpoints, our experts have broad experience resolving issues for hundreds of clients across various technologies. This allows us to deliver unmatched service expertise and enables you to leverage your in-house resources more efficiently. Our team uses leading remote monitoring and management tools for swift troubleshooting and efficient problem resolution, significantly reducing downtime and enhancing service reliability. TPx's cost-effective, scalable support adapts to your needs around the clock, improving operational efficiency and allowing your business to scale IT operations seamlessly. This service-first approach ensures that TPx is not just a provider, but a partner committed to your long-term success.



We're impressed with their systematic approach, and we can always count on TPx to stick to our schedules and ensure that everything in their calendar is relayed to our team. They are a trustworthy partner that delivers cost-effective results."

*Jaz Jackson, Executive Administrator, Grower's Secret*

## What to Expect?

### Monitoring, Alerting, and Reporting

TPx provides automated monitoring and alerting and scheduled reports for device availability, health and performance, and inventory. Monitoring and alerting are per TPx recommended practices. Alerts are received and actionable by either TPx or the customer based on the service level.



**System Patching** TPx provides managed, automated patching of operating systems and select third-party applications. The service includes operational and security patches remotely applied per the TPx's recommended practice. Patch status monitoring and reporting are also included.



**Remote System Support** TPx provides 24/7 troubleshooting and repair of covered devices. Service includes proactive support based on TPx recommended practice and responsive support for customer requests or identified alerts.



We address issues with hardware, device drivers, operating systems, and select third-party applications. Remote systems' support features may be included in the fixed monthly charge or billable based on the chosen service level. On-site services are available at an additional cost.

**Lifecycle Management** TPx provides proactive reporting and communication of end-of-life status on covered servers. The service includes notifications for hardware warranty expiration and manufacturer end-of-support status for operating systems & select applications. Post-warranty hardware support packages are available at an additional cost.



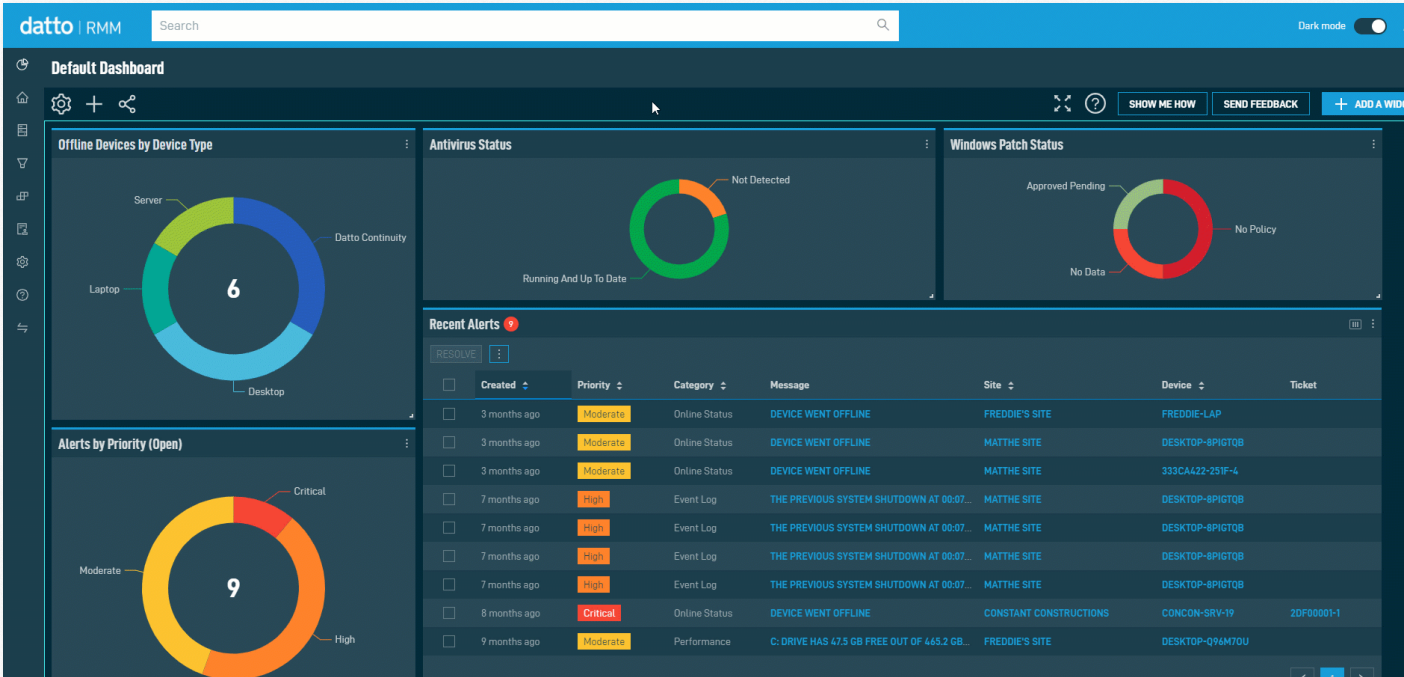
Leading remote monitoring and management tools help TPx deliver an unmatched support experience

Unmatched  
Visibility & Control

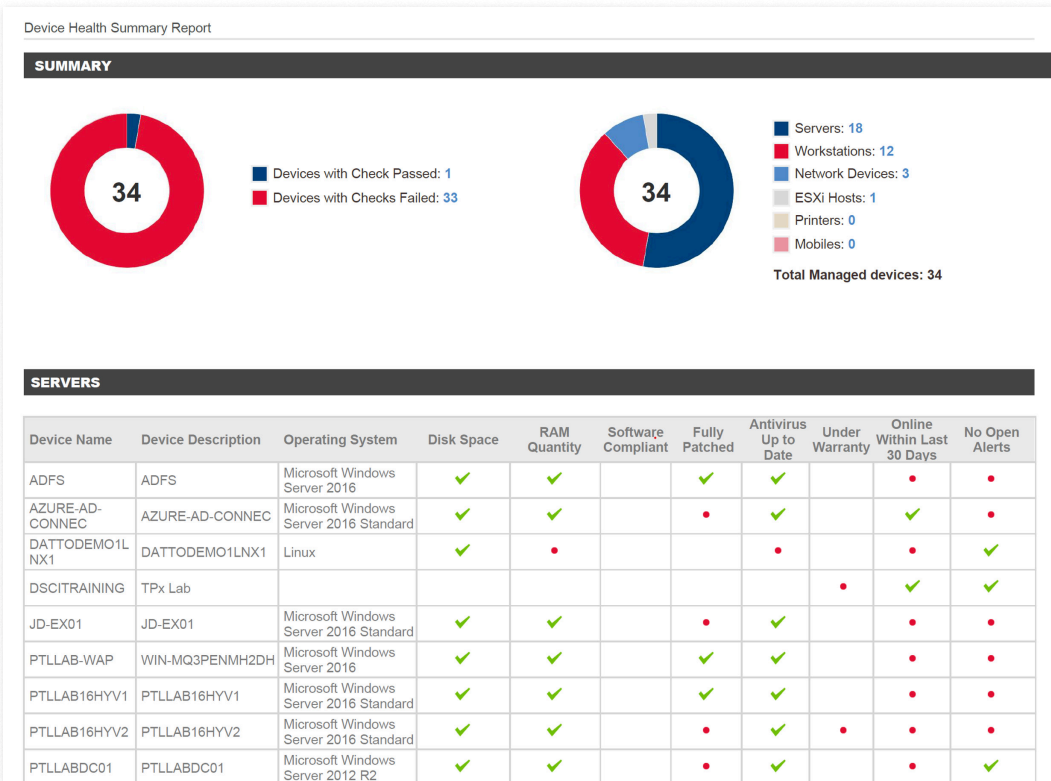
Secure  
Remote  
Access

Datto RMM

is now remote controlling your computer  
RMM WebRemote Agent



Comprehensive  
Reporting



Endpoint management is integral to TPx's security services portfolio, protecting endpoints and users from ransomware and other cyberattacks. Bundling multiple services can increase your overall value and improve your organization's security. Below is our current portfolio of Endpoint Management, Endpoint Security, and User Security services.



Endpoint  
Mgmt



Endpoint  
Security



User  
Security

Service Features	Description	Endpoint Mgmt	Endpoint Security	User Security
Monitoring, Alerting, & Reporting	TPx provides automated monitoring and alerting and scheduled reports for device availability, health and performance, and inventory. Monitoring and alerting are per TPx's recommended practices. Alerts are received and actionable by either TPx or the customer, based on service level.			
System Patching	TPx provides managed, automated patching of operating systems and select third-party applications. The service includes operational and security patches remotely applied per the TPx's recommended practice. Patch status monitoring and reporting are also included.			
Remote System Support	TPx provides 24/7 troubleshooting and repair of covered devices. The service includes proactive support based on TPx recommended practice and responsive support for customer requests or identified alerts. Remote Systems support features may be included in the fixed monthly charge or billable based on the chosen service level.			
Lifecycle Management	TPx provides proactive reporting and communication of end-of-life status on covered servers. The service includes hardware warranty expiration as well as manufacturer end-of-support status for operating systems and select applications. Post-warranty hardware support packages are available at an additional cost.			
Managed NGAV	TPx provides managed Next-Generation Antivirus support. The service includes the use and management of the NGAV software as well as monitoring, alerting, and reporting on NGAV status and events. Virus remediation is available as a billable service.			
Endpoint Managed Detection & Response	TPx provides MDR services to identify and prevent advanced security attacks. The service includes the use and management of leading EDR and integrated NGAV software, SaaS platform hosting, SOC threat hunting, alert response, and event mitigation with an industry-leading 15-minute response time.			
DNS Protection	TPx provides DNS Protection for covered devices to combat Internet-born threats and enforce Internet usage policy. Service includes the use and management of the DNS Agent software, configuration of security policies, and monitoring and reporting on browsing activity and security events.			
Security Awareness Training	TPx provides automated Security Awareness Training campaigns. The service includes campaign setup, ongoing phishing simulations, and monthly training courses that are delivered automatically to enrolled users. Scheduled reporting of campaign status and activity is also included.			
Inbox Detection & Response	TPx Inbox Detection and Response service allows users to easily report potential phishing emails. Reported emails are quarantined then scanned by software and SOC personnel to identify threats. Within just a few minutes, safe emails are returned to the users' inbox and all instances of malicious emails are automatically removed from all other users' mailboxes.			