

TPx Endpoint Management



Healthier Endpoints.
Less IT Burden. Managed by TPx.

What Is It and Why Do You Need It?

Keeping servers and workstations healthy, current, and performing reliably takes ongoing attention. Distributed devices, missed patches, limited visibility, and recurring support issues can place added pressure on already stretched IT teams.

TPx Endpoint Management combines remote monitoring and management technology with TPx-managed service delivery to help maintain covered endpoints, improve visibility, manage approved patches, and address device issues more efficiently.

Benefits

Benefit	What It Means for You
Greater Endpoint Visibility	Gain insight into the health, performance, availability, hardware, and software status of covered devices.
More Consistent Patching	Keep supported Windows operating systems and select third-party applications current through managed patching.
Earlier Issue Identification	Detect conditions such as low disk space, resource utilization issues, offline devices, and failed patches before they become larger problems.
Improved Lifecycle Planning	Use hardware, software, warranty, and end-of-support information to help plan maintenance, upgrades, and replacement.
Reduced IT Burden	Shift recurring endpoint monitoring, patching, and maintenance activities to TPx so your team can focus on higher-value priorities.

How It Works

A practical approach to improving endpoint health, visibility, and support.

Step 1: Choose the Right Service Level

TPx helps align Endpoint Management to your team's needs. Choose **Standard** for core monitoring, patching, lifecycle visibility, and reporting. Choose **Advanced** when you also need remote troubleshooting, issue resolution, and system administration for supported endpoints.

Step 2: Confirm Scope and Configure the Service

TPx works with your team to confirm covered servers and workstations, service requirements, technical contacts, maintenance preferences, and reporting needs.

Step 3: Deploy and Validate the Management Agent

The remote monitoring and management agent is installed or validated on covered devices so TPx can collect health and performance information, apply approved patches, and support remote management activities.

Step 4: Monitor, Patch, and Maintain

TPx monitors supported device conditions and manages approved operating system and application patches. Advanced also includes broader troubleshooting, maintenance, and administration for supported endpoints.

Step 5: Review Endpoint Health and Take Action

Reporting provides visibility into areas such as patch status, device health, hardware and software inventory, lifecycle information, and issues requiring attention.



Why TPx?

Endpoint Management works better when the technology is backed by an experienced service team. TPx combines remote management capabilities with practical support to help customers improve endpoint visibility, reduce recurring maintenance demands, and address device issues more efficiently.



Trusted Experience at Scale

TPx supports thousands of businesses across a wide range of industries and IT environments, bringing practical experience managing distributed servers and workstations.



Expertise that Extends Your Team

TPx helps manage recurring endpoint activities so your internal team can stay focused on business priorities and more strategic work.



Better Visibility and Communication

Monitoring, reporting, and organized support processes give your team a clearer view of endpoint health, open issues, patch status, and service activity.



The Right Level of Support

Choose the service level that fits your operating model. Maintain internal ownership of broader support with Standard, or extend your team with Advanced troubleshooting and administration.

How TPx Helped Grower's Secret Reduce Day-to-Day IT Strain

Grower's Secret operates with a lean team across locations in Hawaii and California. With limited internal IT resources, the company needed help keeping its devices maintained, monitored, and performing reliably without distracting employees from business priorities.

TPx provided managed endpoint services that included routine patch management, continuous monitoring, and ongoing support. The structured approach helped improve system reliability, reduce the burden of recurring endpoint maintenance, and give the team greater confidence that device issues would receive attention.

"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."

— Jaz Jackson,
Executive Administrator, Grower's Secret



Better Together: Endpoint Management + Managed Endpoint Security

Endpoint Management and Managed Endpoint Security are separate services.

Endpoint Management helps keep devices monitored, maintained, patched, and performing reliably. Managed Endpoint Security focuses on detecting suspicious endpoint activity, supporting investigation, and coordinating security response.

Together, they provide more consistent endpoint coverage, smoother agent deployment and validation, better visibility across managed devices, and stronger coordination between IT operations and security response.

Service Overview

Every organization has different endpoint support needs. TPx offers two service levels so customers can choose the degree of managed support that best fits their internal resources.

Standard is designed for organizations that want TPx to manage core endpoint monitoring, patching, lifecycle visibility, and reporting while their internal team handles broader troubleshooting and administration.

Advanced is designed for organizations that want TPx to take a more active role in remote troubleshooting, issue resolution, maintenance, and administration of supported endpoints.

Service Feature	Description	Standard	Advanced
Remote Monitoring and Alerting	Monitors supported health, performance, availability, and device conditions.	✓	✓
Hardware and Software Inventory	Provides visibility into covered device hardware, operating systems, and installed software.	✓	✓
Managed Windows Patching	Applies approved operational and security patches to supported Windows systems.	✓	✓
Supported Application Patching	Applies approved updates to select supported third-party applications.	✓	✓
Patch Monitoring and Reporting	Tracks installed, pending, and failed patches across covered devices.	✓	✓
Device Lifecycle Visibility	Provides information such as warranty and manufacturer end-of-support status.	✓	✓

Service Feature	Description	Standard	Advanced
Endpoint Health Reporting	Provides reporting on device health, performance, inventory, and service status.	✓	✓
Remote Management Platform Access	Provides limited customer visibility and access where included.	✓	✓
Remote Troubleshooting	TPx investigates and works to resolve supported endpoint issues remotely.		✓
Operating System and Driver Support	Supports troubleshooting of covered operating system and device driver issues.		✓
Supported Application Troubleshooting	Helps address issues involving supported applications.		✓
Hardware Troubleshooting and Vendor Coordination	Provides remote troubleshooting and coordination with applicable hardware support providers.		✓
Configuration Management	Supports approved configuration changes on covered systems and TPx-provided software.		✓
Proactive Maintenance and Administration	TPx performs recurring maintenance and administration for supported endpoints.		✓

Keep Your Endpoints Healthy, Visible, and Supported.

See how TPx Endpoint Management can help improve patch consistency, strengthen endpoint visibility, and reduce the day-to-day burden on your IT team.

Talk to a TPx expert today.

