



## REMOTE MANAGED SERVICES

### Focus On *Your* Business – We Focus on your IT!

At ICSI, we know you can't manage what you can't measure. Our 24 x 7 monitoring, alerting and reporting service provides us with the information, data, network performance trending analysis and security vulnerability information critical to service, plan and manage your IT environment.

You have invested in your IT infrastructure and rely on its performance, security and reliability. ICSI's services not only ensures you have a qualified team ready to service this critical asset but also the real time data to ensure its being done on time, when needed, using the most advanced network asset tracking and Performance monitoring .

### Monitoring and Reporting

- ✓ Our proactive monitoring and alerting identifies, tracks and reports on issues effecting the security, performance and reliability of your IT.
- ✓ By analyzing network device alerts, pre-failure indicators, performance benchmarks and security issues, preventative maintenance opportunities are identified.

### Maximize Your Return on IT Spending

- ✓ Our service includes a complete asset inventory and regular health, security and performance analysis reporting so that you can see what you have and how well those IT assets are working for you.
- ✓ Our improvement recommendations will help you lower your total cost of IT, including the hidden cost of downtime, substandard performance, and lost productivity due to incompatible or out-of-date software.



# Features & Benefits

## 24 X 7 Monitoring, Alerting and Reporting

**Central Dashboard**

Sites and Groups	Devices	Websites	Tickets	Alerts											Total Alerts							
				0	1	2	3	4	5	6	7	8	9	10		11						
Managed ...	52	N/A	3	0	0	0	1	1	0	0	0	26	0	0	0	0	0	0	0	0	0	28
Managed D...	20	N/A	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	3
xp pro	32	N/A	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	3
Outsource ...	0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VDP Syst...	0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>First Financial Inc</b>	<b>95</b>	<b>3</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>28</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>36</b>	
Windows 2003 Servers	54	N/A	4	0	0	0	1	1	0	0	27	0	0	0	0	0	0	0	0	0	0	29
Intel vPro	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Routers and Switches	2	N/A	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
Windows Vista	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Windows XP	27	N/A	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Backup Server	1	N/A	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Domain Controller	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Linux Servers	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Printers	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Acme Inc</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	

Web-based Central Dashboard



Executive Summary  
Website Availability  
Site Performance

## Real Time Alerting and Monthly Reporting

- Includes all systems, network devices, as well as website performance.
- Monthly reports provided and reviewed by ICSI

## Asset Management

**LEVEL PLATFORMS**

**Device Management**

Device: Microsoft Windows 7 Professional SP1

System Name: BNCART008-01  
 Manufacturer: System manufacturer  
 Model: System Product Name

Physical Memory (RAM): 8GB

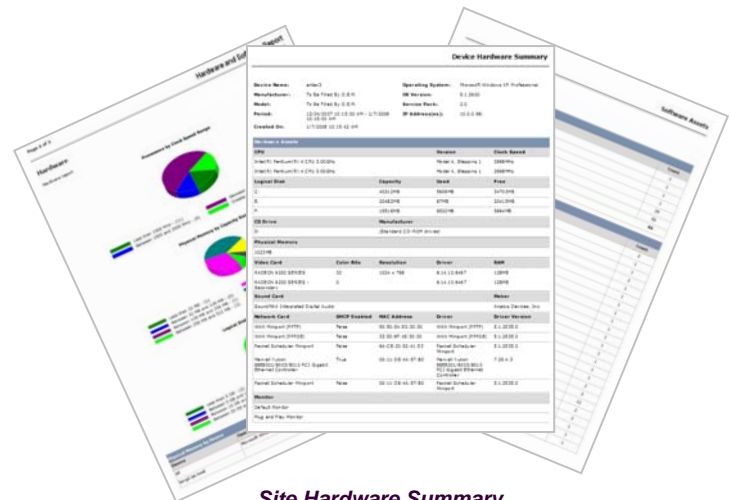
**CPUs**

Processor	Manufacturer	Model	Speed	Check Status
(0000) Core2 Duo CPU 4400 @ 3.00GHz	Intel	Intel i5, Stepping 2	3.0 GHz	OK
(0001) Core2 Duo CPU 4400 @ 3.00GHz	Intel	Intel i5, Stepping 2	3.0 GHz	OK

**Network Cards**

Name	MAC Address	SNMP
WAN Adapter (NIC1)	80-50-56-30-30-30	False
WAN Adapter (NIC2)	50-50-56-30-30-30	False
Microsoft L2 Digital Ethernet 10/100/1000Base-T Controller	80-50-F2-30-0F-0A	True

Device Management – Hardware/Software



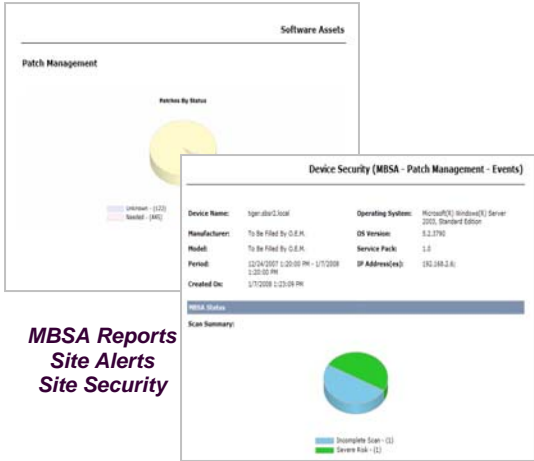
Site Hardware Summary  
Device Attributes  
Software Asset Inventory

## Valuable Asset-based Control

- Complete summary of hardware & software
- Comprehensive detail of all hardware and software asset inventories.
- Up-to-date warranty status information.
- Identification of unauthorized software

# Features & Benefits

## Security Assurance



Microsoft Baseline Security Analyzer Report

## Reduced Risk

- Baseline security scanning to detect security holes
- Continuous monitoring for viruses, worms, spam ware, and other malware.
- Automated verification of data backup completion and identification of any failed backups

## Preventative Maintenance



Patch Status Detail Server Health Report

## Preventative Maintenance

- Automated delivery of two preventative services.
- Up-to-date security patches for your desktops and servers and identification of failed or missing patches
- Comprehensive server health reports for all servers

# Quarterly Business Review

Our network service program includes a Quarterly Business Review with your organization.

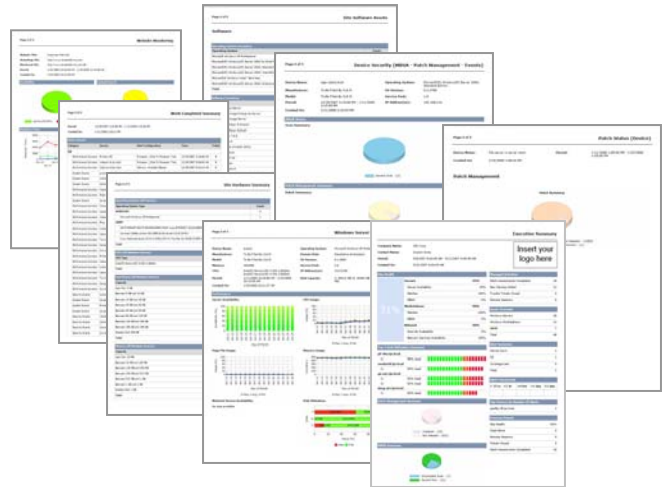
Prior to each QBR ICSI will audit all alerts and reports generated over the preceding 90 days and prepare a comprehensive analysis of our findings as well as demonstrate areas of cost savings, increased performance, any security vulnerabilities and over all health assessment of your network..

These meetings are designed to help ensure we:

- Are aligned with your IT business goals and address any changes as they occur; Present all the reports we have captured over the past quarter - ensuring you understand its overall impact to your business;

Our QBR summary and reports include:

- Executive Summary
- Website Monitoring
- Windows Server Health
- Work Completed Summary
- Site Performance
- Patch Status Detail
- Site Health
- Server Health
- MBSA and Patch Summary
- Asset Inventory
- Device Performance
- Site Performance
- Website Performance



- Review and update you on all the work completed in the last quarter and discuss project(s) in progress;
- Help identify IT solutions that will address existing and future IT requirements allowing you to ultimately make informed financial decisions.



Networking Infrastructure Solutions

