

Dell Custom Managed Services

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Dell has selected Dataprise to provide managed services and professional services to its customers across the U.S.

The Dell Managed Services Plan is vendor agnostic, and it can include non-Dell hardware.

With the Dell Managed Services Plan, your clients will:

- ▶ Establish predictable IT management costs through a simple, firm-fixed-price agreement, with no term commitment required
- ▶ Scale up or down in usage based on their employee (user) count and infrastructure
- ▶ Leverage cloud-based remote monitoring technologies to provide problem recognition and diagnosis quickly and efficiently
- ▶ Receive access to our team of professionals, whenever needed
- ▶ Profit from the Dataprise Continuous Process Improvement (CPI) IT support model based on ITIL® – the technology industry's leading service framework
- ▶ Benefit from 20 years of experience facing a wide range of business technology challenges
- ▶ Gain access to a deep 250+ professional and certified bench of skilled expertise on almost every business technology in the market today

DELL PREFERRED ACCOUNTS MS PROGRAM

SERVER NOC MONITORING	ADVANCED	PREMIUM LIGHT	PREMIUM
Server Monitoring	✓	✓	✓
Server up/down monitoring	✓	✓	✓
Windows service(s) availability	✓	✓	✓
Performance monitoring: CPU memory, paging file and disk space monitoring	✓	✓	✓
Event log monitoring	✓	✓	✓
Website up/down monitoring	✓	✓	✓
Alert Escalation	✓	✓	✓
Analyze and escalate the alerts as per escalation matrix	✓	✓	✓
Windows Patch Management	✓	✓	✓
Microsoft security and critical patches	✓	✓	✓
Anti-Virus Management	✓	✓	✓
Automated scans	✓	✓	✓
Latest definition updates	✓	✓	✓
Back Up Management	✓	✓	✓
Monitor backups for failure	✓	✓	✓
SERVER AND SAN MANAGEMENT AND SUPPORT		✓	✓
NETWORK DEVICE NOC MONITORING			
Monitoring and Alerting	✓	✓	✓
Monitor the supported network device such as switch, firewall, router, and wireless access points	✓	✓	✓
Validate and triage alerts	✓	✓	✓
Alert as per escalation matrix	✓	✓	✓
NETWORK DEVICE MANAGEMENT AND SUPPORT		✓	✓
DESKTOP AND LAPTOP			
Monitoring and Patch Management	✓	✓	✓
Microsoft security and critical patches	✓	✓	✓
SMART DEVICES			
Monitoring and Patch Management	✓	✓	✓
Microsoft security and critical patches	✓	✓	✓
Synchronization assistance		✓	✓
END USER HELP DESK AND COVERAGE			
12x5 Support		✓	✓
Resolution for all device related issues		✓	✓
24x7 Support	Optional	Up Lift	Up Lift
Resolution for all device related issues		Up Lift	Up Lift
ONSITE RESOLUTION			✓
For issues that cannot be remotely resolved			✓
OPTIONS			
Onsite support:	Network or desktop skillset full-time of 50% of the time		
Prescheduled onsite visits:	Either 4 or 8 hours site visits; available in 2, 4 and 8 event bundles		