



Enabling you to connect.®



Managed Services Components

We offer our clients comprehensive and all inclusive support services. Our Managed Services program is a highly proactive service that covers all support services at a fixed monthly cost. Our Managed Services goal is to ensure your systems are highly available, operating at peak performance and secured to ensure data integrity and compliance.

- Off-Site Data Backup
- Desktop, On-site & Remote Support
- Data Security & Virus Protection
- Spam Blocking & Email Archiving
- Server Monitoring & Maintenance
- Virtualization
- Firewall Monitoring & Web Filtering
- Local Area Networking / Virtual Private Networking
- Vendor Management
- Hardware Procurement

Our dedicated account team supports all Managed Service Offerings, hosting regularly scheduled risk assessments and quarterly technology review meetings. In addition to these provided benefits, we offer: 24x7 Monitoring, Alerting and Emergency Support.

About Powernet

Powernet enables businesses to connect with audiences in the office and across the world through wireless networking, voice, data and call center solutions, in addition to domestic and international carrier services. As a Woman-Owned business with more than 24 years of telecom experience, we provide our partners and clients the unparalleled service and innovative technology they need to achieve their business goals.

Contact us!

Offerings:	Managed Servers	Managed Workstation	Managed Firewall/ Perimeter Protection	Managed Network Services
24x7 Proactive Monitoring & Alerting	<ul style="list-style-type: none"> Critical Business Applications Security Events Windows Service Checks Antivirus/Antimalware protection Server Performance Disk / Raid Drive Controller status Server Temperature UPS / Power status Event Log Monitoring & Hacking Attempts Power Supply status Disk Space Consumption Exchange Server & SQL statistics 	<ul style="list-style-type: none"> Event log monitoring & Hacking Attempts Antivirus/Antimalware protection status Disk Space Consumption Windows Service Check 	<ul style="list-style-type: none"> Event log monitoring Attack detection & Hacking Attempts protection status Rogue Wireless Access Points Unauthorized administrative changes Monitor Internet Service Provider links Note deleted rouge wireless 	<ul style="list-style-type: none"> Data and Voice Circuit Monitoring Bandwidth Monitoring Interface Errors CPU Utilization QOS compliance / Voice Quality Monitoring Switches Routers Wi-Fi
Backup & Recovery	<ul style="list-style-type: none"> On-site/Off-site Data Backups Live Online Server Imaging 	<ul style="list-style-type: none"> Optional critical device backup 	<ul style="list-style-type: none"> Automated device configuration back-ups 	<ul style="list-style-type: none"> Automated device configuration back-ups
Patch Mgmt	<ul style="list-style-type: none"> Microsoft Third Party (Adobe, Java, Mozilla, Chrome) Line of Business Applications 	<ul style="list-style-type: none"> Microsoft Third Party (Adobe, Java, Mozilla) Line of Business Applications 	<ul style="list-style-type: none"> Firmware management and updates 	<ul style="list-style-type: none"> Firmware management and updates
VPN Services			<ul style="list-style-type: none"> Remote Access SSL VPN Two Factor Authentication Network Access Control / Host Integrity Monitoring Site to Site VPN 	
Desktop Maintenance		<ul style="list-style-type: none"> Drive Defragmentation Temporary File Cleanup Antivirus/Antimalware scan 		
Security Features	<ul style="list-style-type: none"> Roles based security permissions Secure data access Standardized security policies Regularly scheduled vulnerability scans 	<ul style="list-style-type: none"> Roles based security permissions Prevent Unauthorized software installations Standardized security policies Regularly scheduled vulnerability scans 	<ul style="list-style-type: none"> Intrusion Prevention Web Content Filtering Secured Wireless Access Data Loss Prevention Firewall rules review & deployment 	<ul style="list-style-type: none"> Secure configuration reviews Device hardening
Reporting	<ul style="list-style-type: none"> Asset Reporting Software Compliance Daily, Weekly and Monthly status reports 	<ul style="list-style-type: none"> Asset Reporting Software Compliance Daily, Weekly and Monthly status reports 	<ul style="list-style-type: none"> Security events User security events / bandwidth & application utilization 	<ul style="list-style-type: none"> Asset and performance reporting
Management Features	<ul style="list-style-type: none"> Issue Reporting and Resolution Coordination with software & hardware vendors 	<ul style="list-style-type: none"> Secure screen share for remote support 	<ul style="list-style-type: none"> Issue Reporting and Resolution Coordination with Telco & Hardware Vendors 	<ul style="list-style-type: none"> Issue Reporting and Resolution Coordination with Telco & Hardware Vendors