

Endpoint Management Managed Endpoint Services



Keep your important servers and workstations healthy and performing optimally



Effective endpoint management is difficult and costly for many organizations. It takes the right tools, a highly skilled and available team, and a proven management and support process to succeed. At TPx, we understand this, which is why we offer managed and co-managed Endpoint services that deliver essential support in a cost-effective, efficient, and scalable solution that results in unmatched value for our clients.

Why Is Endpoint Management important?

Reduce your TCO Research shows that a computer's purchase price represents just 20% of its Total Cost of Ownership (TCO). In addition, organizations can reduce this TCO by 42% through effective endpoint management¹.

Improve employee productivity When systems are slow or have unreliable performance, it leads to downtime and affects productivity and morale. Endpoint management keeps systems operating at peak performance.

Keep pace with changing requirements Technology moves quickly. Ensuring that your key systems are updated, healthy, stable, and operating efficiently will help you address changing requirements more effectively, and leverage the value that new technologies can bring.

Why should I choose TPx?

Shorten your time-to-repair Using advanced management tools, technicians can be more efficient in

troubleshooting and support, which ultimately reduces the time to resolve problems and minimizes downtime.

Improve your service levels Our experts have broad experience resolving issues for hundreds of clients across a range of technologies. This allows us to deliver unmatched service expertise and allows you to leverage your in-house resources more efficiently.

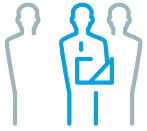
Leverage cost-effective, scalable support Working with TPx allows you to apply the right skillsets, at the right time, where you need them. Because we manage to a specific service level, not a staffing level, we can efficiently handle any volume of work 24/7/365.



How It Works



Advanced RMM Tools These provide TPx and our clients with comprehensive visibility and control over the health and performance of covered systems.



Skilled and Available Team Our team of experts is well-trained, available 24/7/365, and experienced in a range of technologies to ensure that we can deliver efficient remote support and exceptional customer service.



Proven Management/Support Processes Our support methodologies are proven through many years of Endpoint Management service for hundreds of organizations across a range of industries. We understand how to deliver value for our clients.

What's Included?

Monitoring, Alerting, and Reporting TPx provides automated monitoring and alerting and scheduled reports for device availability, health and performance, and inventory. Monitoring and alerting is 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. Service includes operational and security patches remotely applied per TPx 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 additional cost.

Lifecycle Management TPx provides proactive reporting and communication of end-of-life status on covered servers. Service includes notifications for hardware warranty expiration and manufacturer end-of-support status for operating systems and 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

Comprehensive reporting

Device Health Summary Report

SUMMARY

34

- Servers: 18
- Workstations: 12
- Network Devices: 3
- ESXI Hosts: 1
- Printers: 0
- Mobiles: 0

Total Managed devices: 34

34

- Devices with Check Passed: 1
- Devices with Checks Failed: 33

SERVERS

Device Name	Device Description	Operating System	Disk Space	RAM Quantity	Software Compliant	Fully Patched	Antivirus Up to Date	Under Warranty	Online Within Last 30 Days	No Open Alerts
ADFS	ADFS	Microsoft Windows Server 2016	✓	✓	✓	✓	✓		•	•
AZURE-AD-CONN	AZURE-AD-CONN	Microsoft Windows Server 2016 Standard	✓	✓	✓	✓	✓		✓	•
DATTODEMO1LNX1	DATTODEMO1LNX1	Linux	✓	•	•	•	•		•	✓
DSCITRAINING	TPx Lab							•	✓	✓
JD-EX01	JD-EX01	Microsoft Windows Server 2016 Standard	✓	✓	•	•	✓		•	•

Endpoint Management is an integral part of TPx's security services portfolio for 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 and User Security and Management services.



Endpoint Management



Endpoint Security



User Security

Service Features	Description	Endpoint Management	Endpoint Security	User Security
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'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. Service includes operational and security patches remotely applied per TPx 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. 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. 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 additional cost.	■		
Managed NGAV	TPx provides managed Next-Generation Antivirus support. 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 and 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. Service includes campaign setup, ongoing phishing simulations, and monthly training courses delivered automatically to enrolled users. Scheduled reporting of campaign status and activity is also included.			■
Inbox Detection and 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.			■

All service features are available in pre-packaged solution bundles to meet a variety of use cases. Endpoint Security and User Security service features are also available as stand-alone offerings.

