



Managed Server 360

Let us monitor and optimize your network

What is Managed Server 360?

Managed Server 360 is a program of managed services designed to proactively maintain servers and networks by delivering regular maintenance, monitoring, and management. All managed services are delivered by the KTL US Support Team and are designed to reduce the likelihood and impact of an unwanted technology failure for a fixed monthly price. Take advantage of our expertise in managing SLAs, hardware, data centers, and working with application developers.

Why KTL?

Our Managed Server 360 team keeps a close eye on your Servers and IT infrastructure to make constant improvements, while consistently communicating with your IT team. Whether on-premises or in the cloud, we can do the heavy lifting for functions such as maintenance, systems monitoring, reporting, and technical support.

What's included?

Standard services include the following (details page 2):

- Advanced performance monitoring
- Scheduled preventative maintenance
- License & asset management
- Managed antivirus and virus/malware removal
- Managed server backup and backup restoration and recovery if utilizing Datto appliance
- Remediation of identified issues
- Exchange and Active Directory Inclusions



Additional services

Services which are outside the standard scope of work are available at our hourly rate.

Typical additional services may include:

- Hardware or replacement parts
- Training
- Hardware or software upgrades
- Relocation services

Getting started

In preparation for the delivery of Managed Server 360, KTL Solutions will take the following steps:

- Review and approve server hardware, software, and configuration.
- Establish a Primary Customer Contact to communicate with KTL Solutions service desk.
- Deploy KTL remote monitoring, management and automation technology on the included servers, allowing US Support Team to deliver the services included in the managed program.
- Deploy and configure the KTL integrated managed antivirus solution, removing any existing products.
- Deploy and configure the KTL integrated managed server backup solution, removing any existing products.

DATA SHEET

Detail of Standard Services

ADVANCED PERFORMANCE MONITORING

KTL Solutions US Support Team monitors the health of your server and identifies issues that may impact that server's performance.

- CPU Usage
- Disk Space
- Disk I/O
- Memory Utilization
- Connectivity
- Patch Status
- Windows Firewall Status
- Reboot Required
- Uptime
- SMART Status
- Hardware Inventory
- Local IP
- Physical Drive
- Logical Drive
- Fan Status
- Server Temperature
- Warranty Status
- Disk Queue Length
- Antivirus Status
- Backup Monitoring
- Windows Services
- Windows Event Log

SCHEDULED PREVENTATIVE MAINTENANCE

Regular preventative maintenance required to maintain the basic operation of Windows servers.

- Check Disk
- Is UAC Enabled
- Clean Temp Files
- Defrag
- Empty Recycle Bin
- Perform Disk Maintenance
- Patch Management
- Backup All Event Logs
- Clear Event Logs
- Synchronize Domain Controller

LICENSE & ASSET REPORTING

We will audit included software licenses & assets and regularly report on current status, changes, and potential violations. On a quarterly basis, the following reports will be delivered to the Primary Customer Contact:

- Executive Summary Reporting
- Hardware Asset Reporting
- Software License Reporting

MANAGED ANTIVIRUS

KTL Solutions integrated antivirus solution allows our US Support Team to actively monitor, manage, and update deployed devices, ensuring that your business is protected and secure. Managed antivirus includes:

- Signature updates
- Status and Threat monitoring
- Scheduled scans
- Software updates
- Quarterly Status and Threat reporting
- Removal of malware/virus infection is included
- Remediation of issues preventing the installation or performance of managed antivirus

MANAGED SERVER BACKUP

KTL Solutions integrated backup solution allows our US Support Team to actively monitor, manage, and update deployed devices, ensuring that your business's critical data is protected and available for restore & recovery. Managed backup includes:

- Quarterly backup test
- Quarterly backup reporting
- Restoration and recovery of a backup
- Backup status monitoring
- Remediation of issues preventing the installation of managed backup

REMEDIATION OF IDENTIFIED ISSUES

Included with Managed Server 360 is time spent supporting customer technical issues. This inclusion makes this program a true fixed-fee offering for the end client. If technical issues arise, either through our own identification via monitoring or maintenance activities or through customer-initiated requests, then our service desk will work to solve your issues for no additional cost.

- Service Control
- Start IIS Website
- Stop IIS Website
- Modify Firewall
- Enable Firewall
- Disable UAC
- Enable UAC
- Pause Hyper-V VM
- Reset Hyper-V VM
- Resume Hyper-V VM
- Shutdown Hyper-V VM
- Start Hyper-V VM

EXCHANGE INCLUSIONS

- Query for disconnected mailboxes option of Purge
- Query for largest mailboxes (size)
- Exchange Message Queues
- Verify Public Folder Replication
- Modify Database Size Limits
- Defragment Exchange Database
- Disable circular logging
- Email RBL Checks (pull public IP and check existence on RBL lists)

ACTIVE DIRECTORY INCLUSIONS:

- Get Disabled AD Objects
- Get Locked AD Objects
- Get Expired AD Objects
- Purge empty groups