



Managed Workspace 360

Boost employee productivity with efficient and secure workstations

What is Managed Workspace 360?

Managed Workspace 360 is a program of managed services designed to proactively maintain workstations 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.

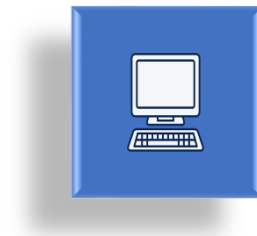
Why KTL?

KTL offers complete workstation support, no matter where your employees work. We schedule preventative maintenance, deliver antivirus protection and OS patch management. With remote support, we manage your systems all while providing expertise to scale-up or scale out as your business needs change. Let KTL 360 be your IT department.

What's included?

Standard services cover the following (details page 2):

- Advanced Performance Monitoring
- Scheduled Preventative Maintenance
- License and Asset Reporting
- Managed antivirus and Virus/Malware removal
- Managed Workstation Backup
- Remediation of identified issues
- End-user support/help desk services



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 Workspace 360, KTL Solutions will take the following steps:

- Execute Advanced Performance Monitoring.
- Review and approve of workstation 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 workstations. This will allow our US support team to deliver the services included in the proactive program.

DATA SHEET

DETAIL OF STANDARD SERVICES

ADVANCED PERFORMANCE MONITORING

KTL monitors the health of your workstation and identifies issues that may impact that performance including:

- Disk Space
- Connectivity
- Patch Status
- Firewall Status
- Reboot Required
- Uptime
- SMART Status
- Hardware Inventory
- Local IP

SCHEDULED PREVENTATIVE MAINTENANCE

Regular preventative maintenance required to maintain the basic operation of windows workstations, including:

- Check Disk
- Is UAC Enabled
- Clean Temp Files
- Defrag
- Empty Recycle Bin
- Perform Disk Maintenance
- Windows Patch Management
- 3rd Party Patch Management
- Backup Event Logs
- Clear Event Logs
- Set Power Plan.
- Reboot

LICENSE AND ASSET REPORTING

We will audit included software licenses and 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
- Remediation of issues preventing the installation or performance of Managed antivirus
- Removal of malware/virus infection is included

MANAGED WORKSTATION BACKUP

- File level Backup
- system level backup

REMEDICATION OF IDENTIFIED ISSUES

Included with managed workstation is time spent supporting customer technical issues. 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
- Clean Temp Files
- Empty Recycle Bin
- Disable UAC
- Enable UAC