

▶ SUPPORT

Discounted On-site Support – Should the need arise, we will dispatch a technician to your location at a discounted hourly rate.	✓	✓	✓
Expert Assistance (Remote Help Desk) – Dedicated Support Specialists are just a phone call, email or trouble ticket away. Users can report issues quickly and efficiently and receive real-time answers. Minutes are included on a per machine basis however time is aggregated over the entire user base.	–	30 min.	Unlimited
Secure Remote Control – Within seconds a ManagedIRON specialist has the ability to take control of a desktop remotely and resolve issues or questions while you watch them work.	–	✓	✓
Trouble Ticketing System – Comprehensive online case management system allows users and Support Specialists to document, review and track the status of issues and problems all the way through resolution.	–	✓	✓

▶ SECURITY

Fully Automated Patch Management – The ManagedIRON platform routinely monitors and applies required security patches and updates for Microsoft Windows and Microsoft Office.	✓	✓	✓
Antivirus Software Management – The ManagedIRON platform verifies that antivirus software definitions are always up-to-date. In addition, scheduled full-system anti-virus scans are employed to proactively watch for and repair virus-related issues.	✓	✓	✓
Spyware Management & Removal – Utilizing remote tools the ManagedIRON team is able to remove most spyware, pop-ups and malware that affect user productivity and system performance.	–	✓	✓

▶ PROACTIVE MAINTENANCE & MONITORING

Daily System Audits – The ManagedIRON Platform audits system information on a nightly basis providing up to date computer hardware and software information.	✓	✓	✓
System Event Log Monitoring – Proactive scanning of systems, applications and security logs ensure that warnings and signs of trouble are handled prior to them affecting the system's health and uptime.	–	✓	✓
System Optimization – We will perform a tune-up on each computer as-needed to keep each system running smoothly. Optimization includes: disk cleanup, removal of temporary internet files and hard disk defragmentation.	–	✓	✓
Software Deployment & Updates – Easily deploy new software, custom applications and updates to your workforce worldwide using push technology. ManagedIRON creates custom deployment packages with the ability to deploy to any managed system worldwide.	–	–	✓
Policy Enforcement – The ManagedIRON platform sends notifications of new hardware or software installations and allows you to define company wide policies in order to limit access to only corporate-approved applications.	–	–	✓

▶ SUMMARY REPORTS

Executive Summary Report – A high level monthly report detailing company wide computer system health including ManagedIRON activities such as patch management, trouble ticket completion and workstation inventories.	✓	✓	✓
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▶ CLIENT MANAGEMENT PORTAL

Web Based Management – Customized access to the ManagedIRON portal system including the ability to remote control your company's workstations just as the support specialists do.	–	✓	✓
Online Asset Reporting – On-demand access to insightful reports detailing hardware assets company wide including system serial numbers, processor speeds, installed memory and much more.	–	✓	✓
Online Software Licenses Management – On-demand access to insightful reports detailing company wide license usage so that you can ensure your business remains in compliance with software licensing regulations.	–	✓	✓
Online Change Management Reporting - On-demand access to reports detailing system hardware changes along with trouble ticket reports providing complete visibility into the issues being addressed by ManagedIRON.	–	–	✓