Managed Services

Services	Description
Service Desk Monitoring and reporting	A Service Desk covers everything that's needed for planning, deploying, managing, and improving IT services, which covers all functions in an IT organization, as well as line of business owners, contributors, and resources. And it has its own framework in ITSM and ITIL for providing those functions.
Real-Time Service Updates	Real-time network monitoring constantly checks your network for performance issues. It also gives your enterprise updates and alerts on your network's performance as they happen.
Network Management and monitoring	Real-time network monitoring constantly checks your network for performance issues. It also gives your enterprise updates and alerts on your network's performance as they happen.
Application performance monitoring	Monitor Azure and AWS IaaS, PaaS, and SaaS Various application monitoring templates. Infrastructure dependency mapping. Visualize application dependencies.
Network performance monitoring	Monitor your network, discover traffic patterns, and avoid bandwidth misuse. Network Performance Monitor lets you know when key performance metrics cross your pre-defined thresholds so you are the first to know when issues occur. - Automated IP address tracking - Integrated DHCP, DNS, and IP address management - IP address alerting, troubleshooting, and reporting - Automate device discovery and mapping - Build multiple maps from a single scan - Export network diagrams to Visio - Auto-detect changes to network topology - Network compliance - Network automation - Configuration backup - Vulnerability assessment.
Database performance monitoring	Cross-platform database support for both cloud and on-premises - Anomaly detection powered by machine learning - Expert advice with index and query tuning advisors Down-to-the-second, detailed data, both real-time and historical with response time analysis, you can optimize database tuning in your DBMS by identifying bottlenecks, pinpointing root causes, and prioritizing actions based on the impact poor database performance has on end users
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IT Security Managed Monitoring	IT Security Managed monitoring Investigates security threats in a single pane of glass with detailed observability data: metrics, traces, logs, and more.
Log Management	Collecting off logs from IT infrastructure (Systems, servers, networks, routers, switches. Centralize logs in single platform and normalize the data into understandable output. Log storage included to assist with other analytical services to improve on compliance, security and performance improvements.
Managed Endpoint Defense	Managed Endpoint Defense detects advance attacks on the Endpoint through advanced Antimalware engine, Machine learning analysis (Real Protect), Dynamic application containment (DAC) and Proactive web security
Managed Endpoint Detection and Response	Managed EDR helps customers get ahead of modern threats with AI-guided that investigations surface relevant risks and automate and remove the manual labor of gathering and analyzing evidence.
Application Management and monitoring	Application monitoring is a process that ensures that a software application processes and performs in an expected manner and scope. This technique routinely identifies, measures and evaluates the performance of an application and provides the means to isolate and rectify any abnormalities or shortcomings