Managed Services

Capabilities | Overview

ENTELEGENT

Capabilities

EnTelegent | Overview

PROFESSIONAL SERVICES	Ps	Telecom | IT Consulting
MANAGED SERVICES	Ms	WAN/LAN | Desktop | End User
NETWORK SERVICES	Ns	Network Connectivity | CPE

Managed Solutions Provider

MNS

EnTelegent | Managed Network Services

Telecom Management
- Service Asset Inventory
- Consolidated Invoice/Bill Pay
- Centralized Service Desk

WAN Management
- Circuit & Router Monitoring
- 24x7 Proactive Management
- Response and Resolution

LAN Management
- Local Area Network Monitoring
- 24x7 Proactive Management
- Response and Resolution

Desktop Support
- 24x7 Remote End User Support
- User Authentication
- Support Escalation

EnTele-Bundle

EnTelegent | Telecom Management

All Services | All Providers | All Locations

Inventory

- Assets
- Services
- Contracts

EnTeleBundle
EnTelegent Telecom Management

Optimization

- Best Technology
- Cost Savings
- Migration Management

Service Desk

- Order Management
- Change Management
- Trouble and Repair

Reporting

- Web Portal
- Optimization Blueprint
- Quarterly Value Report

Single Invoice

- Consolidated Billing
- Charge File
- Bill-Pay

Wireless & Wire Line

Managed Broadband

EnTelegent | Managed Network Services

Cable/DSL | All Providers | All Locations

Inventory
- Circuits
- Providers
- Contracts

Optimization
- Best Technology
- Cost Savings
- Migration Management

Service Desk
- Order Management
- Change Management
- Trouble and Repair

Single Invoice
- Consolidated Billing
- Charge File
- Bill-Pay

Reporting
- Web Portal
- Optimization Blueprint
- Quarterly Value Report

WAN Management

EnTelegent | Circuit Monitoring

MONITOR & NOTIFY

The Internet has become mission critical for businesses of all sizes. Most carriers simply deliver service to your doorstep, then they leave. The responsibility for letting them know there is an issue, with their circuit, falls on you.

For a few dollars a month, our Support Team will watch your mission critical circuit every day and night, even on holidays - REGARDLESS OR WHO THE PROVIDER IS…

WHAT WE DO FOR YOU

- Check your circuit every 5 minutes.
- If it goes down, we alert you whether you are at the site or not.

WAN Management

EnTelegent | Circuit Management

FULL PROACTIVE MONITORING AND MANAGEMENT

If you want us to handle the issue from proactive notification through troubleshooting and repair to issue resolution, our Support Team will watch your mission critical circuit every day and night, even on holidays – Whether it's ours or another provider.

WHAT WE DO FOR YOU

- Check your circuit every 5 minutes.
- If it goes down, we alert you whether you are at the site or not.
- We work with the carrier or service provider to restore service, as soon as possible.
- Once the issue is resolved, we check with you to make sure you are back up and running.

WAN Management

EnTelegent | Router Management

THE MODEM IS THE DEMARCATION POINT FOR BROADBAND SERVICE

We think it is important for your office to be protected without putting the responsibility of router configuration onto your people. This is why we offer Router Management Service.

Based on your requirements, we will select, install and manage an award winning ADTRAN NetVanta Router/Firewall at your site - **LEASE IT**. We'll even set it up to automatically switch to your backup service.

WHAT WE DO FOR YOU

- Install an ADTRAN NetVanta Router/Firewall at your site.
- Check your circuit and router performance every 5 minutes.
- If the circuit goes down, we alert you whether you are at the site or not.
- Automatic failover management, if your site has a backup service.
- If the router fails, we will replace it the next business day, at our expense.
- We provide priority service restoration.
- Once the issue is resolved, we check on you to make sure you are back up and running.

Desktop Support

EnTelegent | Desktop & Perimeter Defense

ENTELEGENT CAN BLAST PAST THE TRADITIONAL DEMARCATION POINT

Defense in depth is necessary in today's corporate environments. A layered approach to enterprise security requires more than just watching the front door… firewalls, IPS, DDOS and other security appliances.

F-Secure

CLIENT SECURITY
Integrated antivirus, firewall, antispyware, rootkit scanning and behavior monitoring.

Desktop and Perimeter Defense includes F-Secure Desktop Anti-Virus software and OpenDNS perimeter phishing/malware protection.

OpenDNS

ENTERPRISE THREAT PROTECTION
Cloud-delivered network security for any device, anywhere, anytime.

NETWORK SECURITY | WEB FILTERING

Desktop Support

EnTelegent | End User Help Desk

HELP DESK ACCEPTS CALLS FROM END USERS 24 X 7 X 365

The EnTelegent Customer Support Group will make every attempt to Diagnose, Troubleshoot and Resolve end user issues in the following areas:

- End User PC and Device Issues
- Network Connectivity Issues
- Internet Connectivity Issues
- PBX and Phone Issues
- Printer Driver and Connectivity Issues
- Existing Anti-Virus Software Issues
- Common OS and User Applications

TeamViewer

User Authentication Help Desk will provide authentication support for Active Directory, Radius or LDAP authentication mechanism for the company. Help Desk must be granted administrative rights to corporate user authentication system.

- User add or delete
- Password change or reset
- Password policy enforcement

Desktop Support

EnTelegent | IP Telephony Support

HOSTED PBX END USER SUPPORT

Hosted PBX is a great service with tons of features, but End Users that transition from a traditional key system have trouble making the change.

End Users have to deal with the new technology of IP handsets, voicemail to email and other features that they will forget soon after training.

WHAT WE DO FOR YOU

- Provide full monitoring and issue resolution services.
- Firewall adds, moves and changes.
- Verify failover circuit, if provided.
- Voice Quality Monitoring for SIP-based services on a call by call basis.
- Provide Hosted PBX End User Support.
- Moves, adds and changes, if allowed.
- Password reset, information update.
- Handset support, including RMA.

ENTELEGENT

Solution PAC

Complete Network Solutions

Premises | Access | Connectivity

Managed Services

EnTelegent | Solution PAC [Premises – Access – Connectivity]

Holistic Solutions

EnTelegent | Solution PAC

VALUE

Billing	Reporting	Inventory	Optimization	**Layer 7:** Administration
Trouble & Repair	End User Help Desk	MAC-D	Field Services	**Layer 6:** Support
Telecom Management	Circuit Monitoring	Circuit Management	Router Management	**Layer 5:** Management
Router	Switch	Firewall	IP Phone	**Layer 4:** Equipment
POTS	Hosted IP PBX	IP Fax	IP Business Line	**Layer 3:** Service
DSL	Cable	EoC	DIA	**Layer 2:** Access
Structured Cable	Wi-Fi WLAN	Integrated Security	Demarc Extensions	**Layer 1:** Infrastructure

MNS Pricing

Managed | Network Services

MNS	MRC	DESCRIPTION
Managed Broadband	$10.00	Broadband aggregation – Consolidated billing, trouble and repair.
Circuit Monitoring	$12.00	Monitor and notify only
Circuit Management	$20.00	Monitor, manage, trouble shoot and repair
Circuit & Router Management	$34.00	Monitor, manage, trouble shoot and repair
Circuit & Router -VPN/VQM Management	$34.00	Monitor, manage, trouble shoot and repair
Desktop & Perimeter Defense	$8.00	Integrated antivirus, firewall, antispyware, rootkit scanning and behavior monitoring; perimeter phishing/malware protection.
End User Help Desk	$20.00	End User PC and Device Issues, Network and Internet Connectivity Issues, PBX and Phone Issues, Printer Driver and Connectivity Issues, Existing Anti-Virus Software Issues, Common OS and User Applications Support.

SUPPORT COST	ANNUAL	MONTHLY
Unmanaged PC	$5,000	$416.66
PC, Firewall, Server, Storage, Back Office Software	$8,500	$708.33
Total IT spend per employee[1]	$13,164	$1,097

Midsize companies spend 3.7% of revenue on IT-related projects.
[1] As a percent of operating expenses – 4.7%

Gartner® 2013

Ps

Professional Services

Ms

Managed Services

Ns

Network Services

ENTELEGENT

A Managed Solutions Provider…