

## MANAGED SERVICES

### Free Up Staff Engineers

Focus your valued IT team on strategic projects – let TERACAI handle the operational tasks consistently and efficiently.

### Visibility and Monitoring

Use TERACAI to ensure a 24/7, worry-free environment and prevent IT issues from turning into major problems.

### Get Access to Expertise

Get on-demand access to TERACAI administrators on advanced technologies.

### Complete Control

All services performed on network infrastructure are recorded for full accountability. TERACAI provides storage for configuration backups of network devices.

### Fully Integrated

TERACAI is seamlessly integrated with leading remote monitoring and management (RMM) platforms, professional services automation (PSA) systems and best-in-class technology vendors.

### In-Depth Monitoring and Management

If your organization is looking to get the most out of your IT staff, maximize ROI, while extending your budget, managed IT services is a great fit. This low-cost, low-risk business strategy is proven to give you and your customers remarkable results.

Investing in our remotely managed infrastructure will provide your IT department with key services that offer secure, faster problem resolution that eliminates downtime, enabling your company to evolve and drive profits to better meet business requirements.

TERACAI provides two levels of monitoring services. Tier one delivers monitoring and alert triaging, notification of system updates, configuration backup of network devices, and reporting via a secure web portal. Tier two adds another layer of services focused on deep remediation/ troubleshooting, problem reporting and coordination.

TERACAI managed services are available at two service levels.	Tier One	Tier Two
TERACAI ITOP (monitoring, management, tickets, session recordings, remote console, reports, etc.)	X	X
24x7 monitoring, alert filtering, and alert priority from ISO27001 certified NOC	X	X
Alert validations using Run Book Automations (RBA) RBA + manual	RBA + manual	RBA + manual
Alert and incident prioritization with multi-level escalations	Manual	Manual
Bundled antivirus: VIPRE Business Premium Edition	X	X
Patch rating service and patch failure alerts	X	X
Patch installations and antivirus definition updates for supported antivirus products	X	X
Standard operating procedure (SOP)-based initial remediation	X	X
Configuration backup of network devices as applicable	X	X
ISP vendor escalations and follow-up	X	X
Firmware upgrades as required or on request basis	ITOP + self-service	X
Troubleshooting and full remediation	ITOP + self-service	X
Third party vendor escalations for further troubleshooting and full resolution of configuration issues	ITOP + self-service	X
Root cause analysis of critical issues	ITOP + self-service	X
Moves, adds and changes (MACs)	ITOP + self-service	X

ITOP + self-service: Enabled self-service, technology and tools provided  
Run Book Automation (RBA): Automated alert filtering and validations using script framework