

Qbase Managed IT Services Key Features

IT Solutions

Feature	Level 1	Level 2	Level 3
Help desk and onsite support			
Onsite engineer support at a reduced hourly rate	x	x	
Unlimited remote engineer support		x	x
Unlimited onsite engineer support			x
Managed IT Services help desk support (11 pm Sunday to 11 pm Friday, EST)		x	x
Asset management, for each PC, server and/or network device			
Asset management and purchasing support	x	x	x
Annual technology assessment and recommendations	x	x	x
Desktop optimization services		x	x
Disk space and memory usage/monitoring	x	x	x
Device up/down status, event monitoring and error reporting	x	x	x
Installation of an on-site KVM (Keyboard, Video and Mouse) solution for hardware-level server management			x
Antivirus/spam/spyware			
Anti-spam email management	x	x	x
Antivirus reporting/monitoring*	x	x	x
Anti-spyware reporting/monitoring*	x	x	x
Antivirus software management*		x	x
Anti-spyware software management*		x	x
Periodic security audit/assessment	x	x	x

Backup and restore services

Backup/Disaster Recovery reporting/ monitoring*	x	x	x
Backup/Disaster Recovery software management*		x	x

Network and remote connectivity support

Router, firewall and switch management, reporting and monitoring		x	x
VPN management and administration*		x	x
Remote desktop connectivity		x	x
Network printer up/down status and reporting	x	x	x
Network printer administration		x	x
Website monitoring (up/down status)	x	x	x

Software updates

Patch management (Reporting of new/available patches only)	x	x	x
Full workstation/server patch management (May require remote or onsite engineer hours)		x	x
Software-based license auditing and reporting	x	x	x
Scripted software installations		x	x

Microsoft support

Microsoft Exchange and SQL administration		x	x
Microsoft Exchange and SQL server monitoring and reporting	x	x	x
Microsoft active directory user administration; security auditing and administration		x	x

* Requires the use of a Qbase-approved solution