



REVOLUTIONIZING MANAGED SERVICES

## mWise Essentials

Keeping your network on-line and healthy is important to the success of your business. mWise Essentials ensures network availability through continuous and comprehensive preventive maintenance of servers, desktop and laptops, all at an affordable monthly fee. Employee productivity is maintained by safeguarding the desktop environment with endpoint security which in turn reduces downtime and costly interruptions. mWise Essentials delivers the necessary maintenance, monitoring and protection that every network requires.

### Feature Rich

mWise Essentials utilizes a non intrusive agent that assists in conducting day to day preventive maintenance services and provides the fundamental data for monitoring. An anti-virus and anti-spyware package are also bundled with the mWise Essentials offering at no additional cost. The service also includes anti-virus management, scheduled processes to clean up temporary files and patch management services to apply critical security patches. The platform collects detailed systems information and provides inventory, systems changes, and preventive maintenance activities reporting.

### Scheduled Preventive Maintenance

The table below displays each of the preventive maintenance activities and when each takes place:

Activity	Schedule
Monitoring	Consistently
Asset data collection	Every Monday and Thursday
Spyware deletion	Every day
Temp File deletion	Every Tuesday and Friday
Anti-virus signature update	Every 4 hours
Patch assessment	Every Wednesday
SMART check	Every Monday and Thursday
Executive Summary	Monthly



### Benefits

#### Monitoring

- 24X7 Server Monitoring and Alerting
- Monitoring and alerting of desktop health
- Critical and Non-Critical Alerting procedures
- Alerting is customizable to environment

#### Preventative Maintenance

- Automated preventative procedures
- Scheduled Security Patch Management
- Validation of Anti-virus signatures and updates
- Spyware Scan and Removal
- Desktop temp file removal
- Desktop Internet debris cleanup
- Backup validation for completed backups

#### Reporting

- Executive reporting
- Asset Tracking & Reporting
- On demand ad hoc reports

#### Bundled Security Suite

- Includes Anti-virus and management
- Included Anti-Spyware and management
- Blocks POP3 SPAM
- Prevents exposure to risky web sites
- Protects online transactions
- Filters instant messaging (IM) content
- Confirms secure Wi-Fi connections
- Locks down select files and folders
- Detects and removes conventional threats

