

Our Services | Co-Managed IT

Our Co-Managed program is a partnership between your IT staff and our team to create a proactive support program. We specialize in a co-managed approach that blends your team's skill sets with ours. Our service approach is different, we focus on building a relationship with you by having open and frequent communication.

| Our Co-Managed Services | End Point Security and Patching | Network | Server/Storage |
|--|---------------------------------|---------|----------------|
| Reporting | | | |
| Remote Monitoring and Management Software | ✓ | ✓ | ✓ |
| Monitoring Setup and Ongoing Configuration | ✓ | ✓ | ✓ |
| Access to Enterprise Documentation Software | ✓ | ✓ | ✓ |
| Reporting and Dashboard | ✓ | ✓ | ✓ |
| Protection | | | |
| Web Security and Content Filtering | ✓ | | |
| Security Management | ✓ | ✓ | ✓ |
| Services | | | |
| Network IOS and Firmware Upgrades | | ✓ | |
| End-Point Patching | ✓ | | |
| Automation & Preventive Maintenance | ✓ | ✓ | ✓ |
| Server Patching | | | ✓ |
| Active Directory & Group Policy Administration | | | ✓ |
| Email Administration | | | ✓ |
| System Backup Monitoring/Alerting* | | | ✓ |
| Service Delivery Manager | ✓ | | |
| Dedicated Network Administrator | | ✓ | ✓ |
| Dedicated Virtual Chief Information Officer | | ✓ | ✓ |
| Management | | | |
| Network** | | ✓ | |
| Server*** | | | ✓ |
| Maintenance Contracts | | ✓ | ✓ |
| Change and Configuration | | ✓ | ✓ |

*failed backup alerts, verification and test restores **uptime, performance and critical services ***uptime, performance, storage and critical services

Our Co-Managed IT Programs

With our co-managed programs, we work together with you to assess and identify who is in the best position to manage each piece of your IT Infrastructure. This process allows you to stay in control of your IT while leveraging the expertise of our team to achieve your goals. Services are backed by service-level agreements that ensure issues will receive attention and resolution in a timely manner.

✓ **End Point Security and Patching:** This program ensures regular patch management and security updates across all supported end points. Loyalty will install and manage end point solutions ensuring antivirus definitions are up-to-date and offer the best protection available. Services include daily log review with real-time alerting to ensure prompt remediation and disclosure of security events.

✓ **Network:** Our Network Management program delivers complete administration and management of your network environment (switches, routers, firewalls, circuits, etc). Loyalty follows a set of proprietary processes and uses tools that enable proactive management to reduce support tickets.

✓ **Server/Storage:** Our Server and Storage program delivers comprehensive management of your Windows environment (on-premise and cloud), and storage solutions through a set of tested processes and tools that improve reliability/performance and reduce unplanned downtime.