



### SERVICE DESCRIPTION

In today's digital economy, there is increased reliance on technology to enable businesses and their workforces to be highly productive and efficient, while securing their valuable business assets. To overcome barriers to these core priorities, the IT ecosystem must now be always on, always available and accessible from everywhere.

All Covered Assurance is the comprehensive turnkey platform that provides the complete IT engagement experience, ensuring user productivity, system readiness, data availability and complete security with total visibility and governance across the IT landscape. Aimed at simplifying IT management, it integrates all the fundamental tools, services, and applications in a single intelligent platform to keep businesses running efficiently.

The integrative platform is centered around three main pillars: productivity, security and flexibility. These solution pillars interconnect critical IT services and provide a holistic "single pane of glass" view of the IT environment; thus, solving the challenges to reduce security risks and costly downtime. The platform analyzes and validates risk and exposure across critical systems and delivers complete visibility to key stakeholders, providing greater value and showing true return on investment.

### CHALLENGES OF THE SMALL BUSINESS

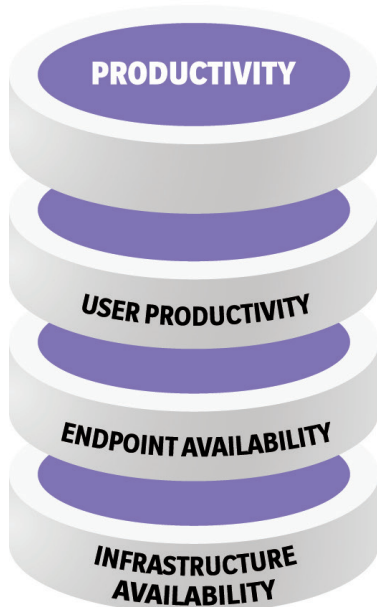
- **Worry** – Most small business owners worry about a data breach
- **Uncertainty** – Most feel they don't know if they have the right IT systems, equipment and procedures in place to help gain new customers and retain existing ones
- **Inefficiency** – Concerned that IT is monopolizing too much employee time
- **Downtime** – Slow or unavailable applications leave end users frustrated
- **Broken Promises** – Tools and software already invested in fail to work as promised
- **Cost Overruns** – Unexpected expenses can dramatically impact the bottom line and survivability of the organization

GARTNER STATES: “The future of IT infrastructure is always on, always available, and everywhere.”

## 3 PILLARS OF ASSURANCE

deliver across the entire IT landscape to solve IT challenges

### ALWAYS ON



The Productivity pillar ensures users can access 'ALWAYS ON' applications, business systems and data. This includes:

- User Enablement Services
- End-to-End Systems Health Monitoring & Remediation
- End-to-End Data Protection Services

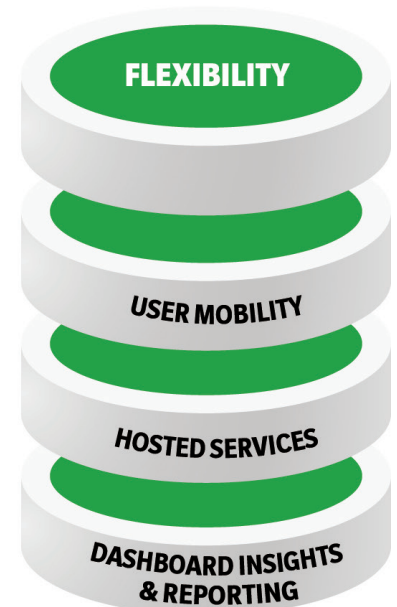
### ALWAYS AVAILABLE



The Security pillar delivers modern threat intelligence, a multi-pronged strategy layering offense and defense detection and protection techniques. This includes:

- User & Endpoint Security Defense Services
- Proactive Emerging Threat Intelligence with Network Vulnerability Profiling, Scanning, Analysis and Protection
- Multi-layered Active Event Safeguards

### EVERYWHERE



The Flexibility pillar enables businesses to pivot quickly and provide services from EVERYWHERE. This includes:

- Support for remote users and mobile devices
- Comprehensive Reporting Insights including health scoring, benchmarking, analysis, trending and early warning detection
- Additional Snap-On solutions are available:
  - Advanced Security
  - Advanced Web & Analytics Development Services
  - VoIP Services
  - Advanced User Support Services such as on-site and legal help desk support

## VISIBILITY & GUIDANCE

All Covered Assurance provides visibility into service efficacy through customized reporting and visualization tools. Not only will you be assured that you have the right IT services to protect your business, but you will also know precisely how each is performing. As a result, you'll be empowered to make educated decisions about where to focus your technology efforts and when.

**The All Covered Assurance Plan provides customers with regular reporting and analysis across your IT assets. This comprehensive reporting includes:**

- Benchmarks, Targets and Analysis of service health across all pillars
- Performance Reporting that delivers endpoint and infrastructure availability and key health metrics and insights into proactive remediation efforts, including problem management and change management recommendations
- Security Reporting, detailing out the current state of your IT assets' security posture, the latest vulnerabilities discovered and your assets that may be exposed to cybersecurity threats, along with remediation and recommendations
- Flexibility Reporting that ensures all your entitlement, licensing and services engagements are reviewed and validated to give you greater visibility into your IT services usage and trending

## SERVICE CATEGORIES WITHIN EACH PILLAR

### Service Pillars:

The three Assurance Pillars provide feature-rich services that ensure that your most critical IT assets are protected, monitored and managed. These services act in concert, providing complete transparency and interdependencies across assets, enabling All Covered to provide a holistic solution and provide you with complete visibility.

### PRODUCTIVITY PILLAR

#### User Productivity

- Service Desk Services
- Application Training Services

#### Endpoint Availability

- Endpoint Management
- Endpoint Discovery
- Endpoint Backups

#### Infrastructure Productivity

- Server RMM
- Managed Backups
- Network RMM
- Network Device Backups
- Device Discovery
- IT Vendor Coordination

### SECURITY PILLAR

#### User Security

- Endpoint Security
- Dark Web Monitoring
- Endpoint Patching
- URL Content Filtering

#### Business Security

- Cybersecurity Insurance
- Managed External Vulnerability Scanning
- Infrastructure Vulnerability Profiling
- Emerging Threats Monitoring

#### Infrastructure Security

- Server Security Protection
- Server Patching
- Network Device Patching
- Vulnerability Reporting
- Advanced Security (+)
- SIEM
- Advanced Internal Scanning

### FLEXIBILITY PILLAR

#### User Mobility

- Mobile Worker Support
- Mobile Device Support Services
- On-site Services (+)

#### Business Flexibility

- App-Dev Services (+)
- Web/Intranet Services (+)
- PowerBI Services (+)
- VoIP (+)
- The Lawyers Helpdesk (+)

#### Infrastructure Analysis

- Executive Insights Reporting
- Benchmarking, analysis & trending
- Problem Management
- Change Management



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