



# managed services **feature definitions**

## UNIVERSAL FEATURES

For clients that have IT engineering resources but need additional help

### MONITOR

#### **24/7 Proactive Monitoring & Management**

Cerium's advanced remote monitoring & management (RMM) solutions are used to observe the behavior of managed devices and software to detect trends and proactively address issues affecting performance. Our secure RMM solutions are sized, developed, tested, and deployed to support your specific requirements.

#### **RMM Ticketing Integration**

Cerium remote monitoring & management solutions automatically create trouble tickets whenever an issue is discovered with device action plans and standard operating procedures tied to tickets; includes scheduled service requests as well as events and incidents.

#### **Threshold Optimization**

By capturing baseline performance metrics, Cerium can create and refine alert rules that fire events or incidents when certain criteria are met. We continuously collect data documenting the savings managed services are providing, from less time spent troubleshooting to reductions in unplanned work.

#### **Client Portal Access**

Scan submit and modify support tickets, review the history of resolved tickets, and see past alarms via self-serve access to Cerium's 1463° Support Portal.

#### **Help Desk Support**

- On-site technical support and critical spares
- Time and materials as needed
- Blocks of hours are also available outside of managed services packages

## OPERATE

### Product Awareness

Certified Cerium engineers have the subject matter training and expertise to troubleshoot and resolve issues on monitored devices and applications.

### Runbook Documentation

Cerium runbooks facilitate greater visibility into your Infrastructure, showing all monitored devices and the relationships between them (configuration items).

### System Diagrams

Basic infrastructure and connectivity diagrams for all monitored devices and services.

### Escalation Management

With awareness of indicators determining when/if incidents or requests need to be communicated to the client IT team or management with ETA of problem resolution, Cerium keeps appropriate people in the loop.

### Vendor Escalation Management

Clearly-defined vendor escalation management for monitored devices/services with device action plan.

### Support Engineering Team

Cerium facilitates escalations to second-level resources to troubleshoot network service disruptions. Limited in scope to technologies for which the Cerium has engineering expertise.

## REMEDIATE

### Change Management Participation

Cerium consults with appropriate stakeholders to keep them informed of changes in the environment that may pose risks or have a negative impact.

### Operating Procedures

Cerium applies deep insights into developing repeatable processes that align with your organization's goals and objectives.

### Device Action Plans

Cerium defines standard levels of tier involvement for all covered devices.

### Problem Management

Cerium problem management includes review of extended issues and identifying the underlying cause of the issue. Fixes for all issues are documented your Runbook.

# ADVANCED FEATURES

For clients requiring an extended IT services team

## FORTIFY

### Critical Service Verification

Automated checks and process to validate current state and functionality for known high-risk services.

### Change Management

Cerium consults with the appropriate stakeholders to define processes and execute approved changes in the environment that may have negative impacts or risks. Changes are tracked and audited through the ticketing system.

### Product Expertise – Tier 3

Cerium provides skilled and certified engineers with insight into all aspects of your infrastructure and applications.

### Log & Event Review

Cerium periodically examines event logs to correlate data, identify trends, and gain insight across all monitored devices and services.

### Backup Completion

Cerium verifies the integrity of backups, validating file size and integrity, as well as process completion and acknowledgment

### Major Incident Management

Well-defined processes for handling critical and urgent business events and incidents that require quick recovery, communication, and evaluation. Cerium will track issues to resolution and then perform root cause analysis and present results.

## ENHANCE

### Virtual Operations Management

- Client Program Management: operations, technology, process metric reporting
- IT Operations managers using predictive analytics and scenario modeling to ensure customer satisfaction
- Serving as an escalation point and thought leader with the goal of meeting business needs

### Recommendations / Trending Issues

Based on performance and process metrics, Cerium reviews opportunities for improvement and efficiencies with our clients

### Project Road map Planning

Quarterly reviews include size, capacity, and the performance strengths and limitations of your infrastructure. This information is used to drive strategic decisions and set expectations.

### Performance Analysis

- Improve system performance and respond to increased load capacity or decreasing performance
- Stabilize infrastructure (prioritizing the most fragile components)

### Stability Maintenance

- Patching and bug fixes based on vendor recommendations (bi-annual or annual basis)
- Review and coordinate systems patches with client

## ELITE FEATURES

For clients with limited IT engineering resources

### CUSTOM

#### Standard Changes Tier 1

Changes that follow a predefined process and are BOTH low in complexity AND scope of impact.

#### Standard Changes Tier 2

Changes that follow a predefined process and are EITHER high in complexity OR scope of impact, but not both.

#### Standard Changes Tier 3\*

Changes that follow a predefined process and are BOTH high in complexity AND scope of impact

Note: Does NOT include changes that require additional design

#### Business Service Mapping

Business Services Infrastructure map that shows all monitored devices in network and the relationships between them.

#### Scripting & Automation

Cerium automates mundane and complex processes to increase speed and efficiency. Examples include: up/down time maintenance windows, server reboots, and systems checks.

#### Upgrades

System upgrades are amortized across the term of the managed services agreement. Upgrades must be defined in advance and include; specified devices and servers, as well as the frequency of upgrades.

Note: Alternatively, upgrades can be dealt with outside the scope of the MSA via T&M or separate SOW.

#### Preventative Maintenance

Cerium will perform automated / manual scheduled activities that include known issues that may impact business services. Examples include calling into key public-facing phones queues, rebooting Citrix environment nightly, and logging into specific applications.

## Talk with a Cerium Managed Services Expert

Contact us to learn more about Cerium's dedicated managed technology service offers.