

Enhanced Administration Services

For the Symantec Management Platform

EAS Allows Customers to:

- Keep the Symantec Management Platform running at peak performance
- Talk directly to Symantec Certified Engineers to resolve any problem and answer any question
- Save time and money by putting administration tasks in the hands of skilled and certified professionals

As with any Enterprise Class system, the Symantec Management Platform requires administration and maintenance to keep the system running at peak performance. NetX's Enhanced Administration Service (EAS) for the Symantec Management Platform is designed to provide you the same expert service as an in-house Administrator at a fraction of the cost. Our team of Symantec Certified Engineers will proactively Monitor, Maintain and Support the Client, Server and Asset Management Suite solutions allowing your organization to utilize all of the benefits of a best-of-breed End-Point Management platform.

The NetX EAS plan allows Customers to free up valuable time by leveraging NetX's Symantec Certified Engineers to provide the daily Administration of your Endpoint Management Platform.

MONITOR, MAINTAIN, & SUPPORT

The NetX EAS service includes tasks such as:

- Proactive maintenance and monitoring of system performance
- Audit event logs and resolve critical errors
- Monitor event queues and verify data flow
- Identify and resolve database subsystem errors and maintain database performance
- Monitor resource utilization including memory, disk space and processors
- Monitor and Report on managed end-points not communicating
- Test, Validate and Deploy Service Packs, Updates and Hot-fixes
- Direct Phone, Email and Web Access to our team of engineers to assist with your Endpoint and Asset Management activities
- Conduct quarterly briefings with Senior IT officer and/or Point Of Contact (POC)

BENEFITS OF EAS

With this annual service you will enjoy the following benefits:

- Monitoring of the Symantec Management Platform infrastructure and the Client, Server and Asset Management Suite solutions ensuring your system is running at peak performance
- Proactive System Test, Validation and Deployment of Service Pack's, Updates and Hot-Fixes to ensure the platform is up to date
- On-call access to our team of Symantec Certified Engineer's with knowledge of your environment for quick and easy problem resolution
- Monthly summarized reports detailing overall health of your Infrastructure

