TOSHIBA

Managed Workplace and Network Operations Centre

> High-quality remote security and support services

Powerful, security-centric remote monitoring and management

Managed Workplace is a complete remote monitoring and management platform with robust, integrated security tools and services. With Managed Workplace, we can quickly assess vulnerabilities on your network, secure weak points, monitor anomalies, and seamlessly recover data in the event of an attack - all from a single dashboard.

Multi-layered security

Managed Workplace is a single, turnkey solution that includes security assessment, remote monitoring and management capabilities, task automation, patch management, detailed reporting, and more.

Available on-premises or in the cloud, these security services will help you protect your business from cyberthreats.

Managing vulnerabilities

Managed Workplace's Site Security Assessment is a built-in business enablement tool that allows Toshiba, as your managed service provider, to easily identify network vulnerabilities and provide remediation recommendations.

The assessment measures security posture for sites by analysing patch and password management, antivirus status and network security levels. The output of the assessment can be reviewed periodically to track security history and improvement over time.

Efficient service delivery

With a built-in service plan feature, Managed Workplace enables a smooth onboarding. Policies, alerts and automated remediation actions can be quickly set-up.

Managed Workplace also includes a free remote IT support tool that allows your tickets to be resolved remotely.

Visibility and transparency

As your Managed Service Provider, Toshiba can schedule and share customised reports with you, helping to illustrate the benefits of the service, provide transparency and also identify areas for improvement.

Additionally, remote IT Support functionality enables prompt resolution of any issues, from anywhere, while PSA ticketing capabilities ensure your tickets can be tracked and reported on, through built-in features and PSA integrations.

Key features

- **Security assessment** | Vulnerabilities are quickly identified, and solutions and services are recommended to remediate issues, helping keep you safe.

- **Comprehensive reporting** | Reports can be customised to include executive summaries, completed work and to help identify areas of improvement.

- **Monitoring and management** | Continuous monitoring is applied to devices, websites, applications, security settings and more, generating alerts for immediate corrective action.

- **Task automation** | Common tasks can be completed and simple alerts remediated quickly, providing regular maintenance across you entire network.

- **Patch management** | Security vulnerabilities can be quickly addressed by automatically or manually acquiring, testing and applying patches to devices or servers.

- **Service plans** | Service plans help deliver consistent services and simplify management.

- **Third-party integration** | Seamless integration for applications such as VMWare and HyperV.

- **Asset management** | All devices under management can be viewed for insight into software changes, warranty expirations, and workstation hardware and software inventories.

- **Remote IT support** | Allows secure connection to your machines from any location to remotely resolve issues, perform tasks, reboot, transfer file and provide chat support.

Other security services

Combining the right layers in an intuitive delivery platform will ensure you have superior protection from cyber attacks.

- **Managed antivirus** | Avast Business Antivirus Pro Plus can be deployed to all your devices for easy policy configuration and enhanced device security.

- **Backup and recovery** | Ensure data is protected with online backup files and folders or bare-metal backup for servers with flexible recovery options.

- **Network Operations Centre and Help Desk** | Around the clock support for your network: responsive and effective services to minimise downtime.
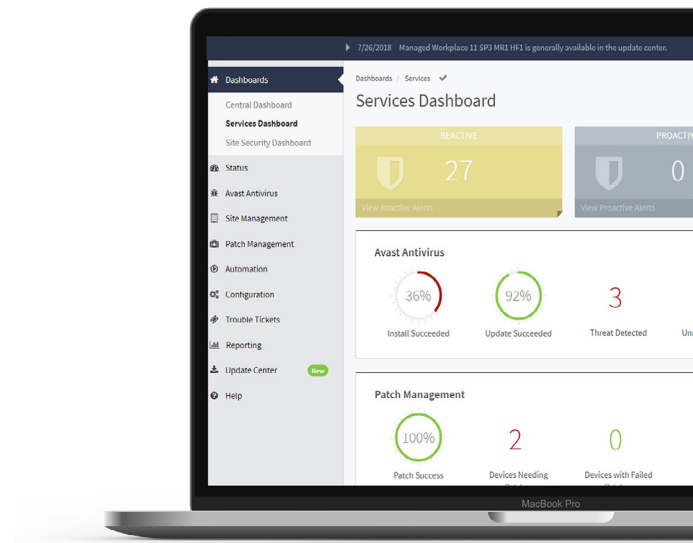
Delivering reliable 24/7 support

Coupled with Managed Workplace, Network Operations Centre (NOC) and Help Desk Service enhance your security further. Extend your team and let our experts monitor your networks, respond to alerts and minimise downtime with fast, effective 24/7 services.

Enhanced customer experience

Our Network Operations Centre and Help Desk offer 24/7 support, providing the technical expertise that is needed to ensure customer satisfaction and timely resolutions to any issues.

Integrated NOC and Help Desk services

Providing you with seamless monitoring, management and support. NOC services include monitoring, alert diagnosis, and patch management. Help Desk services include chat, email and phone support services.

Additional reports for increased visibility

Comprehensive weekly/monthly reports provide an illustration of completed work. These additional reports included with the NOC and Help Desk service, feature activity summaries with open tickets, closed tickets, automated activities performed, along with remote sessions conducted to provide remediations.

Key features

- **Custom onboarding** | Our team works with you to ensure a smooth onboarding process according to best practices. This includes configuration of alerts, notification rules, site groups, service groups and policy modules.

- **Centralised management** | All tickets are conveniently located in a Managed Workplace dashboard for easy access.

- **Comprehensive reporting** | We deliver weekly and monthly reports that highlight any NOC and Help Desk activity including the time spent on each ticket, the response time, and resolution.

Service plans

Network Operations Centre			
Alert Notification	✓	Issue Coordination (Help Desk/NOC)	**Integrated systems**
Scheduled Maintenance Windows	✓	Monitoring, Response, Remediation	✓
Weekly/Monthly Service Summary Reporting	✓	ITIL® Certified Agents, ITIL® Aligned Processes	✓
Real-Time Analytics	✓	PMI® Aligned Processes for Onboarding	✓
Ongoing Patch Management Setup	✓	HDI Aligned Processes for Help Desk	✓
Basic Patch Management Setup (Automated)	✓	Disk Maintenance (Health Audit, Cleanup, Defragment)	✓
Patch Management (Service Packs)	✓	Install Antivirus	✓
Patch Management (Ownership)	✓	Remote Intervention for Resolution	✓
New User Setup	✓	Monitor File System Usage	✓

Help Desk			
Help Desk Service Channel	**Phone, email and chat**	Response Time for Phone, Chat and Emails	**90% within 30 seconds**

Multi-layered security service offerings with Managed Workplace
Contact our Managed IT Services team to find out more.

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Toshiba Tec UK deliver these services in conjunction with Barracuda MSP.
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