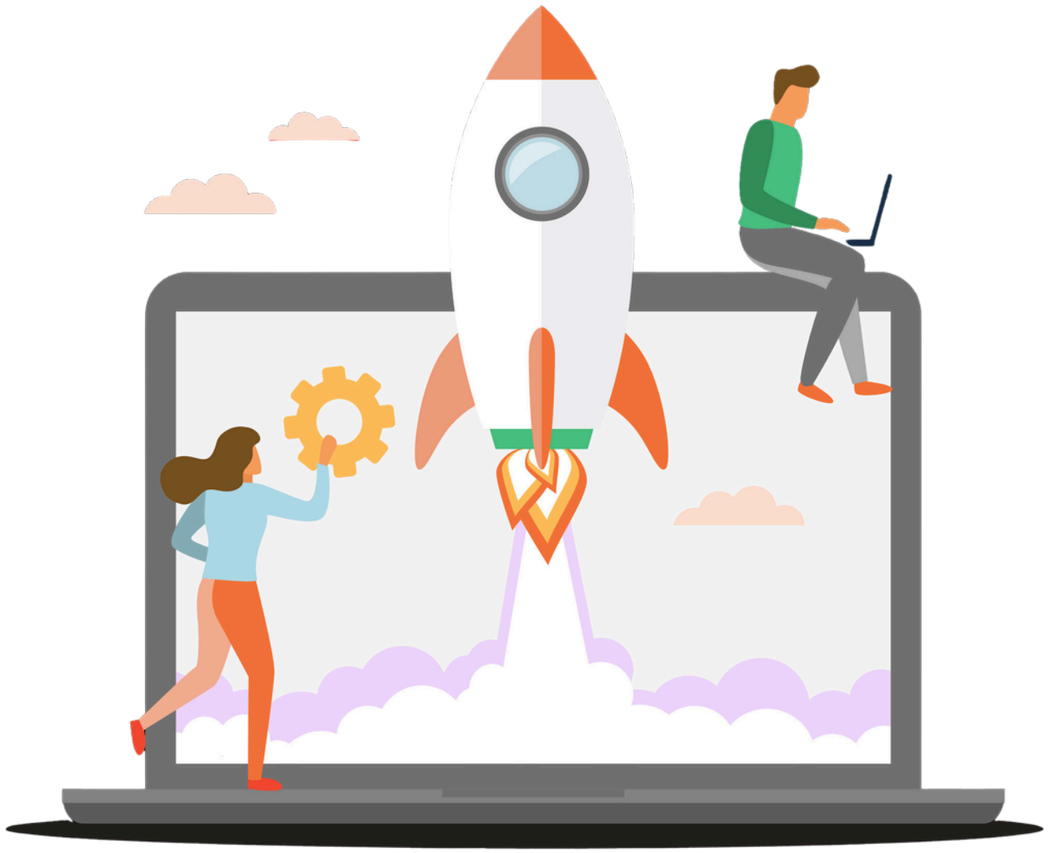
MANAGED SERVICES

CATALOGUE

WE ARE AND ALWAYS WILL BE
#PARTNEROBSESSED

insentra
A TTGI Company

ABOUT INSENTRA



WE DARE TO BE DIFFERENT

Insentra is a collaborative IT partner delivering specialised professional and managed services through the IT channel. Our partner-centric model provides the IT partner community direct access to industry expertise in a way that's truly non-competitive.

We are partner obsessed. We transact exclusively through our partners.

Insentra's success is based solely on getting the job done for you and your clients or end users. We have extensive experience working with partners and clients, big and small, across all industry verticals so we can help your business regardless of its size or specialisation.

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SUPPORT OVERVIEW

POWERED BY MANAGED SERVICES

In today's complex IT environment, the required technical competencies are wide and varied and organisations can rarely afford to have IT professionals on staff with deep expertise for every part of their infrastructure.

Insentra can manage your important IT needs so you can concentrate on what your business does best. Our Managed Services team specialises in proactively identifying and resolving IT problems before they become costly business risks. We aim to minimise downtime exposure in your business through proactive maintenance and by managing support requests. If required, our team of experts can assume ownership and responsibility for managing your environment.

Our approach is to be seen as an extension to your team and capabilities. We are your virtual team supporting your changing requirements and your organisation's growth, all within your financial means.

Transparency of service delivery is important to us, hence we provide honest, open and highly visible reporting on all elements of service agreement deliverables.

SUPPORT TIERS

Insentra Managed Service provides clients with the option to choose between Proactive Maintenance and Reactive Support services.

PROACTIVE MAINTENANCE	
SERVICES	
Support Hours	8x5 or 24x7
System Monitoring	24x7
Patch Management	✔
Health Checks and Remediation	✔
Preventative Monitoring	✔
Monitoring Reports	✔
Alert Notification, Investigation and Remediation	✔
Daily Checks	✔
Service Delivery Reports	✔
After Hours Support	✔
Root Cause Analysis	✔
Application Testing	✔
Advanced Monitoring	Proactive Service

REACTIVE SUPPORT	
SERVICES	
After Hours Service	Optional
Escalations	8x5 or 24x7
Global Engineering Team	✔

OUR CREDENTIALS

24/7
FOLLOW THE SUN
SUPPORT SERVICES

93%
CLIENT SATISFACTION IN MANAGED SERVICES

86.9%
FIRST CONTACT RESOLUTION

3% OF ENGINEERING TICKETS
ESCALATED TO VENDORS

90%
SLA RESOLUTION

95 NPS SCORE

CITRIX SERVICE
Partner of the Year 2022

Insight Assurance
ISO/IEC 27001:2013
CERTIFIED

MICROSOFT SOLUTIONS PROVIDER
SECURITY

MICROSOFT
SOLUTIONS PROVIDER:
MODERN WORK

ONE OF THE FIRST GLOBAL
FASTTRACK READY PARTNERS

MICROSOFT
ADVANCED SPECIALISATIONS:

ADOPTION AND CHANGE MANAGEMENT

IDENTITY AND ACCESS MANAGEMENT

TEAMWORK DEPLOYMENT

MODERNISE ENDPOINTS

AvePoint CERTIFIED
PROFESSIONAL SERVICES PARTNER

AvePoint CERTIFIED
TECHNICAL PROFESSIONAL

AvePoint CERTIFIED
TECHNICAL ASSOCIATE

AvePoint CERTIFIED
SALES PROFESSIONAL

3x

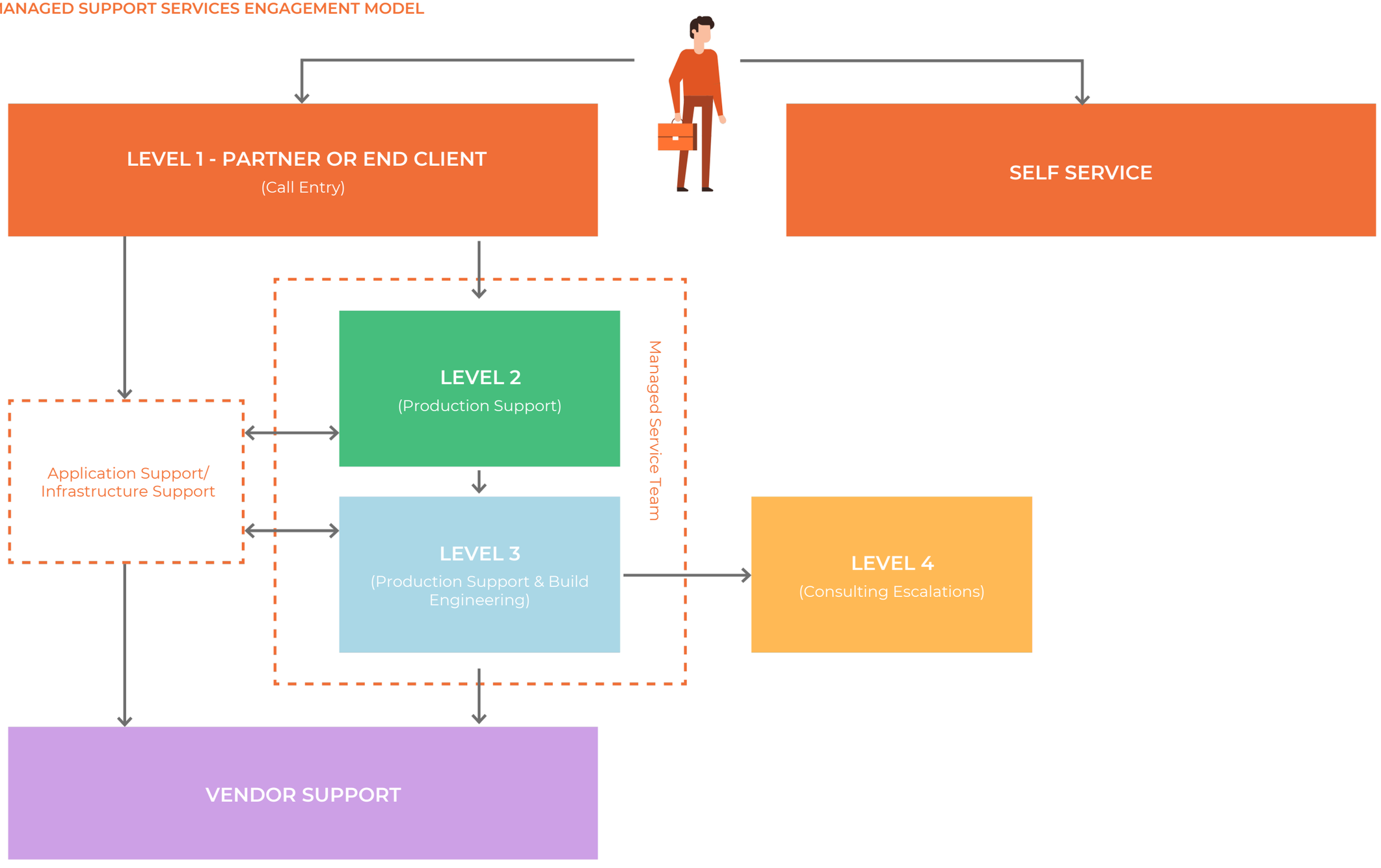
AvePoint CERTIFIED
TECHNICAL EXPERT

MANAGED SERVICES ENGAGEMENT MODEL

Multiple support levels have been found to be the most effective means of addressing IT operational and support issues. Low criticality, low complexity or frequently occurring issues should be managed and resolved at the lower support levels.

Our Managed Support Service is designed to address high criticality and complex issues that should be escalated to more experienced engineers, or infrastructure consultants.

INSENTRA MANAGED SUPPORT SERVICES ENGAGEMENT MODEL



MANAGED SERVICES OVERVIEW

Technology is intended to make our work faster, more cost-effective, efficient and to enable new business.

Our priority is to deliver best-in-class user experience which helps you to continuously improve your IT environment, maximise IT resources and derive ongoing value from your investment.

Our proactive Managed Services empower your IT services team with meaningful data and insights allowing them to address pain points and resolve issues before your business is impacted.

Elevate the management of your environment with our Managed Service, fortified by ISO 27001 certification and underpinned by the Center for Internet Security (CIS) benchmarking. Our Managed Services seamlessly integrate with our cutting-edge and protected digital environment, Cloud, Data Centre, and data migration services.

Committed to the highest standards, our services adhere to ISO 27001 certification, ensuring robust security protocols. Available 24x7 through a follow-the-sun model, our Managed Services are delivered from global locations, including Australia, the United Kingdom, USA, and the Philippines. Experience the assurance of our meticulously crafted IT solutions and services.

5 PHASES OF ONBOARDING

DAY 1

KICK OFF MEETING AND DUE DILIGENCE

DELIVERABLES ON DAY 1

- Communication plan
- Establish support expectations
- Setup client in ITSM toolset
- Pre-Engagement checklist generated Account
- Management process confirmed
- Support processes documented and advertised to client
- Knowledge Base Articles (KBAs) for repeatable tasks initiated
- Review reports and raw data of report output from existing tool
- Identify performance measures for maintenance activities

WEEK 1

TOOLING SETUP

TAKES 2-3 WEEKS

- Setup client monitoring and management tools
- Tools workflow, SLA implementation into tool
- Resolver groups setup
- Email / Survey / Alert notification settings
- Remote control tool setup (if applicable)
- Base reporting setup to measure SLA performance
- Validate tooling and process setup

DAY 12

COMMENCEMENT OF PROACTIVE SUPPORT

- Once the following items have been met, Proactive Managed Services and SLA can begin:
- Remote access into client environment obtained
- Monitoring & performance measures for maintenance and service performance in place
- All tooling configured to proactively monitor and receive client alerts and service tickets
- Governance framework setup and agreed

Zero-Day Reactive Support starts

Proactive Support Starts

ONBOARDING

TAKES UP TO 1 WEEK

- Pre-Engagement checklist reviewed and signed off
- Accounts provisioned
- Raise change request for access to environment.
- SLA definitions
- Client categories defined based on service analysis
- Major Incident escalation document updated
- Reporting requirements defined
- Engineering team to establish relationships with the client

INTERNAL INSENTRA HANDOVER

- Knowledge transfer to Insentra team on impact to client when an outage happens
- "Internal teams briefed on communication plan
- SLA definitions
- Support processes documented for
- Engineering team to support client

CLOUD BACKUP

Gain peace of mind with our Cloud Backup service: our tailored approach to data protection.

BENEFITS

Backup is not just about safeguarding your data; it's about providing a robust and multi-layered security net to protect your organisation's most critical asset - information. Here are some key features that set our Cloud Backup apart:

- **Multiple Daily Backups:** Your data is precious, and we treat it as such. Our service performs data backups not just daily, but four times a day. This high frequency ensures minimal data loss in case of unexpected events, making your data recovery swift and reliable
- **Long-Term Data Protection:** Cloud Backup doesn't just protect your data for the short term; it's designed for the long haul. Your historical data is securely retained, so you can always access it when needed. This is crucial for compliance and historical data retrieval
- **Optional Ransomware Warranty:** For added peace of mind, Cloud Backup offers an optional warranty of up to $1 million. This warranty ensures that, in the unfortunate event of data loss due to a security breach or ransomware attack, you're financially protected. It's a commitment to help you recover from data-related incidents
- **Self-Service Restore:** When it comes to data recovery, granularity is key. Cloud Backup offers granular data restore capabilities, enabling you to recover individual emails, files, or documents with ease. What's more, self-service options put the power of recovery in your users' hands, reducing the time to restore and enhancing productivity

SERVICE OVERVIEW

With our Cloud Backup service, you're not just getting data protection; you're getting a comprehensive data management partner. We offer transparent monthly reporting for informed decision-making, 24x7 proactive monitoring for early issue detection, rapid response to restore requests for minimised downtime, and scheduled test restores to ensure the recoverability of your data. With us, your data is in safe hands, and your business can operate with confidence, knowing that your critical information is securely protected.

WHY USE THE SERVICE?

With Cloud Backup, you're not only preserving your data; you're fortifying your defenses against cyber threats, ensuring the integrity and security of your critical business information. It's a holistic approach to data protection that embraces modern challenges and empowers you to navigate the digital landscape with confidence.

HOW IT IS DELIVERED

Our Cloud Backup service is designed with you in mind, offering a customised, proactive, and transparent approach to data protection. Our Cloud Backup service is available on a per user, per month consumption model. With this approach, you pay only for what you need, allowing you to easily scale up or down as your organisation evolves. This ensures cost-effectiveness and transparency in your data protection strategy.

SERVER MANAGEMENT

Server management is critical in ensuring business continuity. We understand that server downtime is measured not just in hours but in opportunities lost and client trust eroded. 24x7 proactive, efficient and secure server management gives you peace of mind.

BENEFITS

- **Security & Compliance:** Implementing robust security measures, ensuring data protection and compliance with industry standards
- **Expertise:** We bring global specialised server management expertise
- **Cost Efficiency:** Outsourcing is more cost-effective than maintaining a large in-house infrastructure team
- **Proactive Monitoring:** Detecting trends and swiftly addressing issues to prevent or minimise downtime
- **Scalability & flexibility:** Ability to adapt and scale services to match an organisation's growing server needs
- **Data-Driven Insights:** We provide insights and data for strategic decision-making and optimising server infrastructure

SERVICE OVERVIEW

Our server management service offers a comprehensive solution for ensuring the reliable and secure operation of your infrastructure. Through a focus on proactive 24x7 monitoring, monthly OS patching as well as capacity, risk and incident management. With CIS security hardening and benchmarking of Windows Operating Systems, we provide peace of mind and operational excellence for your critical server infrastructure.

WHY USE THE SERVICE?

Our service ensures your business is not only technologically resilient and secure but also primed for growth. Research shows most businesses with internally managed IT support have a lack of focus on patch management and security hardening.

1. **CVE Vulnerability Management:** We offer comprehensive CVE management with a rapid response to vulnerabilities for servers under our care
2. **Patch Management:** Scheduled monthly security patching takes the pressure off your team and ensures your environment is up to date and securely sound
3. **Security:** Have an 'always-on' team focused on security and infrastructure resilience
4. **Business Trends:** Leverage our knowledge on global industry trends as well as advice on what 'other' businesses are doing
5. **Business Focus:** We take the effort and responsibility off your team so that they can focus on the core business activities
6. **Value:** We are not just here to monitor and troubleshoot; we are here to anticipate, strategise and ensure your infrastructure supports your business needs

HOW IT IS DELIVERED

We utilise multiple industry leading monitoring and analysis tools to proactively manage your infrastructure. Using advanced integration, automation and AI allows us to have a holistic picture of your environment, including having visibility of trends allowing us to head off potential incidents before they occur.

Our approach involves scheduled monthly patching and rapid response CVE patching for zero-day vulnerabilities. This ensures your servers are up-to-date and fortified against potential threats.

This service, costed on a consumption basis, is delivered through a dedicated server management and patch team. With our focus on proactive vulnerability mitigation, we safeguard your infrastructure, allowing you to operate securely and efficiently.

Monthly reporting gives you a status check of your environment, calls out any risks identified and details any major incidents during the period.

MANAGED M365

Maximise the value of your Microsoft 365 investment while mitigating risks and enhancing security posture with our robust managed services. Our comprehensive approach will ensure your workplace environment is optimised for productivity while maintaining the highest standards of data protection and cybersecurity.

BENEFITS

At Insentra, we not only provide exceptional support but also take an advisory approach to drive the further adoption of value-added services in Microsoft 365. Here are the key advantages:

- **Expertise and Specialisation:** Insentra has a dedicated team of experts who specialise in Microsoft 365. They possess in-depth knowledge of the platform, its applications, and best practices, ensuring that your organisation leverages the full potential of the platform. Our advisory led approach considers your specific needs, technical maturity, and security posture
- **Advanced Tooling**: We have access to advanced tools, technologies, and third-party integrations that can enhance your Microsoft 365 experience and improve productivity
- **Scalability:** We understand that your business is dynamic, and our services reflect this reality. As your organisation evolves, our services scale with you, making it easy to adapt to new requirements, whether that means onboarding more users, adding additional features, or streamlining operations
- **Security:** Data security and compliance are paramount. Our services are designed to bolster your organisation's security posture and help you meet industry-specific compliance standards. We take your data's protection seriously and implement robust security measures to safeguard your information

SERVICE OVERVIEW

We offer a robust managed service for Microsoft 365 that leverages powerful insights from our Business Intelligence tool Opticus to unlock the value of the M365 platform. Our service covers all M365 workloads as well as integration with Azure Sentinel for advanced threat intelligence. Our service includes 24x7 monitoring and incident management, optional integration with Security Operations Centres (SOC) and Security Information and Event Management (SIEM) solutions, and detailed monthly reporting.

WHY USE THE SERVICE?

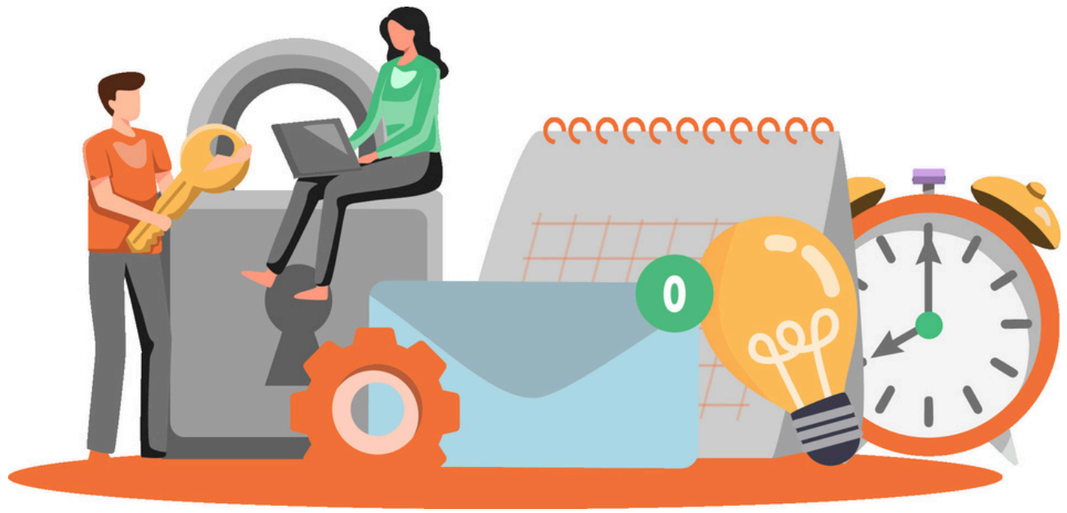
To enhance your Microsoft 365 experience, we offer a variety of add-ons that complement our core support services. Whether it's advanced security, productivity boosters, or compliance tools, we can ensure you are operating effectively.

- **Continuous feature adoption:** Microsoft 365 is continuously evolving with updates and new features. Our advisory-led approach includes recommendations for adopting new features that align with your goals
- **Continuous Updates and Enhancements:** Microsoft 365 is continuously evolving with updates and new features. Our advisory led approach includes recommendations for adopting new features that align with your goals
- **Reduced IT Workload:** By offloading the support of Microsoft 365 to an MSP, your internal IT team can reduce their workload to support improving your core business
- **Better security compliance:** Drive compliance to industry frameworks, security standards and manage your risk effectively.

We offer service level agreements (SLAs) that provide you with peace of mind and deliver accountability.

HOW IT IS DELIVERED

Our managed Microsoft 365 service is a dynamic and proactive service. It encompasses rapid incident response and regular reviews of Microsoft recommendations while balancing your business's needs. Sold on a per-user-per-month basis provides scalability and flexibility. Our service provides insightful reporting not available in the native platform to help you strategically get the best out of the platform and deliver accountability.



MANAGED DEFENDER

Enhance your cybersecurity capabilities with Managed Defender. Partner with us to strengthen your organisation's defenses and proactively safeguard your digital assets. As your trusted ally, we are committed to fortifying your cybersecurity posture and protecting your valuable resources from emerging threats.

BENEFITS

- **Comprehensive Cybersecurity:** All-encompassing cybersecurity coverage, protecting servers, Windows devices, and mobile devices
- **Managed Detection and Response (MDR):** Proactively identifying, responding to and mitigating potential threats
- **Risk Mitigation:** Reducing the risk of data breaches and cyberattacks
- **Azure Sentinel Integration:** Our seamless integration with Azure Sentinel bolsters your threat intelligence capabilities
- **Optional SOC/SIEM Integration:** Flexibility of integrating with Security Operations Centres (SOC) and Security Information and Event Management (SIEM) solutions

SERVICE OVERVIEW

We offer a robust managed service for Microsoft Defender that leverages the power of Microsoft Defender security services to deliver comprehensive cybersecurity and MDR solutions. Our service covers servers, Windows devices, and mobile devices, integrating seamlessly with Azure Sentinel for advanced threat intelligence. Our service includes 24x7 monitoring and incident management, optional integration with SOC and SIEM solutions, and detailed monthly reporting.

Our managed Microsoft Defender service is harnessed to provide robust security services, ensuring that your entire digital ecosystem remains secure. MDR not only offers peace of mind but also means faster detection and resolution of security incidents, reducing the risk of data breaches and cyberattacks.

WHY USE THE SERVICE?

By choosing our managed service for Microsoft Defender, you gain comprehensive cybersecurity coverage, advanced threat detection and response. Integration with Azure Sentinel, 24x7 monitoring and incident management, optional SOC/SIEM integration, and informative monthly reporting, all working together to safeguard your organisation's digital assets and data from evolving threats.

- **Expertise and Specialisation:** We have a dedicated team of cybersecurity experts with in-depth knowledge of MDR and its functionalities. They are well-versed in the latest threat landscape and cybersecurity best practices
- **Cost Efficiency:** Maintaining an internal team of cybersecurity experts and investing in the necessary tools and technologies can be costly. We can provide a more cost-effective solution as we benefit from economies of scale
- **Round-the-Clock Monitoring:** 24x7 monitoring ensures that your digital assets are continuously safeguarded. This constant vigilance can be challenging to achieve with an internal team, especially during non-business hours
- **Advanced Threat Detection and Response:** Utilising advanced security tools, we have enhanced threat detection and response capabilities providing your organisation with a higher level of cybersecurity, identifying and mitigating threats faster and more effectively
- **Peace of Mind:** Relying on experienced professionals who are dedicated to protecting your digital assets can provide peace of mind. With Insentra, you can trust that your cybersecurity is in capable hands

HOW IT IS DELIVERED

Our managed Microsoft Defender service is delivered as a dynamic and proactive service. It encompasses rapid incident response, regular reviews of Microsoft recommendations, timely security hardening, and risk remediation. We focus on continuous improvement of the Microsoft exposure score to fortify your security posture. Sold on a per-device-per-month basis provides scalability and flexibility. Our service provides quality reporting to help you effectively manage risk and exposure, ensuring that your organisation stays resilient and protected in an ever-evolving threat landscape.

DIGITAL EMPLOYEE EXPERIENCE (DEX)

At Insentra, we go beyond traditional support to enhance the workplace experience for our Managed End-User Computing (EUC) clients. We understand that in today's rapidly evolving IT landscape, it's not just about managing technology – it's about optimising end-user outcomes and delivering a compelling return on investment (ROI) for your IT department.

BENEFITS

- **Enhanced Productivity:** DEX reduces downtime and increases system performance, enhancing user productivity
- **Improved Satisfaction:** Smooth experiences boost user satisfaction and engagement
- **Quick Issue Resolution:** Proactive monitoring minimises disruptions for fast issue resolution
- **Optimised Investments:** DEX maximises tech ROI by ensuring effective usage
- **Data-Driven Decisions:** DEX offers insights for strategic decision-making
- **Cost Reduction:** Proactive issue resolution cuts support costs
- **Competitive Edge:** High-quality DEX attracts and retains top talent
- **Compliance and Security:** Monitors user behavior for security and compliance
- **Scalability:** DEX adapts to growing technology needs for optimal user experiences during expansion
- **Real-Time Insights:** Immediate trend analysis improves user experiences in today's fast-paced business environment

In summary, Digital Employee Experience (DEX) enhances user productivity, satisfaction, issue resolution speed, technology investment optimisation, data-driven decision-making, support cost reduction, competitive advantage, compliance, security, scalability, and real-time insights, making it a valuable service for organisations looking to provide the best possible experience to their employees.

SERVICE OVERVIEW

Our Digital Employee Experience (DEX) service delivers proactive 24x7 monitoring to optimise user interactions with technology. By measuring and enhancing user experiences, DEX offers deep insights into computing infrastructure and endpoints. With real-time and historical trend analysis, we swiftly diagnose and resolve performance issues, ensuring your users enjoy the best technology experience.

WHY USE THE SERVICE?

Choosing our Digital Employee Experience (DEX) service is a strategic move for clients aiming to foster a better employee experience. By proactively monitoring user behavior and application performance 24x7, DEX ensures a seamless, trouble-free digital environment. This leads to a more engaged and productive workforce, as employees can focus on their tasks without disruptions, ultimately enhancing job satisfaction and organisational success.

HOW IT IS DELIVERED

At Insentra, our DEX service is dedicated to continuous improvement. We provide regular performance reports with recommendations to enhance user experience and access to a BI portal for in-depth insights, ensuring alignment with your goals and a superior digital work experience for your users.

SECURE COLLABORATION

Secure Collaboration serves as your essential safeguard within the Microsoft 365 ecosystem, ensuring a seamless and secure collaborative experience.

BENEFITS

- **Information Protection and Risk Management:** Secure Collaboration is not your typical information protection tool. It's an advanced risk management solution that analyses user behavior in near real-time. It identifies information classified as sensitive or posing a risk to your business and immediately takes action
- **Proactive Risk Alerts:** Secure Collaboration doesn't just sit in the background; it actively watches over your information. It proactively alerts your business to potential risks, giving you the opportunity to take swift, preventive action. With real-time alerts, you stay one step ahead of threats
- **Instant Remediation:** Remediation is not just a suggestion; it's a commitment with Secure Collaboration. When it detects a risk, it takes instant action to reduce that risk. This means rapid, automated responses to keep your data and collaboration secure
- **Secure Collaboration:** Secure Collaboration's primary mission is to ensure that collaboration within Microsoft 365 happens securely. You can share information with confidence, knowing that your sensitive data is protected, and risky behavior is quickly addressed

SERVICE OVERVIEW

With Secure Collaboration in your arsenal, Microsoft 365 isn't just a suite of productivity tools; it's a fortress of security. Say goodbye to uncertainty, and embrace the power of Secure Collaboration. Secure Collaboration is your partner in protecting your business and fostering a productive, safe environment within Microsoft 365.

WHY USE THE SERVICE?

It's not just another tool; it's your guardian for ensuring secure collaboration with unwavering confidence. Here's what Secure Collaboration brings to the table:

- **Real-time Compliance Assurance:** The service continuously evaluates user behaviour and flags potential violations in real time
- **Data Leakage Prevention:** By alerting you to potential data leaks in real time and enforcing instant remediation, it prevents sensitive data from falling into the wrong hands
- **Insider Threat Management:** Secure Collaboration recognises and mitigates suspicious activities by employees, minimising the risk of internal data breaches. This proactive approach enhances overall security and trust within the organisation
- **Intellectual Property (IP) Theft Prevention:** Secure Collaboration takes a proactive stance against IP theft by detecting unauthorised access and data movements that could lead to theft. We can protect your valuable IP assets and maintain your competitive edge

HOW IT IS DELIVERED

We believe in a tailored, collaborative, and proactive approach to risk management. Our Secure Collaboration service is designed to align with your unique business risks, safeguard your IP, and ensure compliance with industry regulations. Here's how we deliver Secure Collaboration:

- **Co-Creation of Rules**: We don't impose one-size-fits-all solutions on you. We align the rules and policies of Secure Collaboration to your specific business risks, data protection requirements, and industry regulations. This ensures that the service is a true reflection of your unique needs
- **24x7 Monitoring and Alerting:** Secure Collaboration monitors user behavior and data interactions around the clock. When a rule breach is detected, our system immediately issues alerts and we respond swiftly to potential threats
- **Instant Remediation (Optional):** Secure Collaboration doesn't just flag the issue; it can also enforce instant remediation activities. The remediation process is customisable, ensuring it aligns with your specific needs and risk tolerance
- **Per User, Per Month Consumption Model:** We believe in simplicity and flexibility. You pay only for what you need, making it easy to scale up or down as your organisation evolves. Our pricing model ensures cost-effectiveness and transparency
- **Monthly Reporting:** We understand that visibility is key to risk management. These reports offer insights into your risk profile, rule breaches, and remediation activities empowering you to make informed decisions and proactively manage your risk

MANAGED INTUNE

At Insentra, our Managed Intune support service streamlines the complexities of managing this ever-evolving platform. We empower your organisation to stay current, optimise your devices, and enhance security. With Insentra, you gain a partner that keeps pace with Intune, delivers 24x7 engineering support, and invests in tooling to maximise value while reducing management effort.

BENEFITS

At Insentra, we understand the critical importance of securing your mobile and endpoint devices while harnessing the power of Microsoft Intune for efficient device management.

Here's how our service delivers a robust and secure experience:

- **Cost-Effective 24x7 Support:** Access 24x7 engineering capability without the overhead costs. Our skilled team ensures round-the-clock support for a seamless operation
- **Investment in Tooling:** We've made the investments in specialised tools for you. Our technology stack streamlines Intune management, ensuring efficient operations and security compliance
- **Continuous Improvements:** Benefit from our dedication to continual delivery improvements. We fine-tune settings, implement best practices, and optimise your Intune environment
- **Security and Ease of Operation:** Our focus on platform security and ease of operation safeguards your data and ensures a user-focused device management and compliance experience

SERVICE OVERVIEW

At Insentra, we offer a comprehensive and strategic solution for the support of Microsoft Intune. Our service empowers your organisation with:

- **Tenant Uplift to CIS Security Baseline:** We start by ensuring your Microsoft Intune environment meets the baseline security controls recommended by the CIS. This proactive approach strengthens your security posture, reducing vulnerabilities and enhancing protection against a wide range of threats
- **Proactive Management:** Our commitment doesn't end with the initial security uplift. We proactively manage your Microsoft Intune environment, staying aligned with the latest Microsoft Secure Score recommendations. This means we continuously adapt to the ever-evolving threat landscape, keeping your security measures and configurations up to date
- **Security Enhancement:** By maintaining compliance with CIS security baseline controls and Microsoft Secure Score recommendations, you're not just protecting your organisation; you're bolstering your security defenses. You can confidently manage your mobile and endpoint devices, mitigate risks, and ensure your business data remains safe and uncompromised
- **Efficient Device Management:** Our service goes beyond security. We also optimise your Microsoft Intune environment for efficient device management. This ensures that your organisation's devices are well-organised, easy to manage, and compliant with security standards

WHY USE THE SERVICE?

Managing a dynamic and ever-evolving SaaS platform like Microsoft Intune comes with its unique challenges. At Insentra, we're here to simplify your journey and empower your organisation by taking the reins of Microsoft Intune support.

HOW IT IS DELIVERED

At Insentra, we understand the critical importance of securing your mobile and endpoint devices while harnessing the power of Microsoft Intune for efficient device management.

With Managed Intune, you're not just receiving support; you're gaining a proactive partner in security and device management. We uplift your tenant to meet stringent security standards, manage your environment in line with the latest security recommendations, and ensure that your Microsoft Intune deployment operates efficiently and securely. It's a comprehensive solution to help you harness the full potential of your endpoint and mobile device management while safeguarding your data and operations.

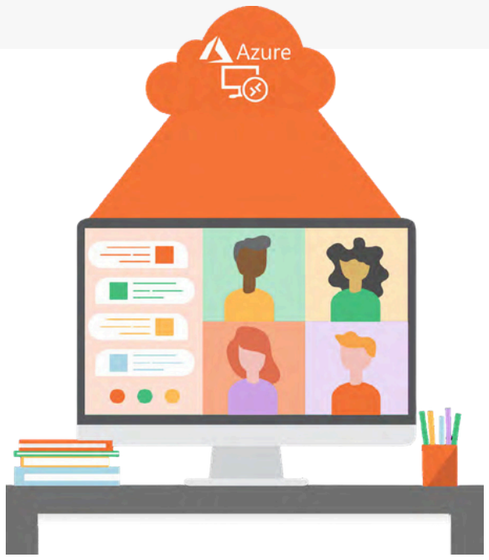
MANAGED AVD

Our Managed Azure Virtual Desktop (AVD) Service will result in your organisation's digital workspace being in expert hands. With our tailored solutions, you can embrace the full potential of AVD technology, ensuring seamless remote work and enhanced productivity. Discover how our managed AVD service can transform your digital workspace experience.

BENEFITS

Outsourcing your AVD platform management to Insentra offers several key benefits:

- **Expertise and Specialisation:** Insentra offers AVD experts for peak performance
- **Cost Savings:** Our service is a cost-effective solution, saving you on staffing and infrastructure
- **Enhanced Security:** With our global scale and visibility, we can protect against threats and ensure data security
- **Proactive Monitoring:** 24x7 monitoring reduces downtime risks
- **Scalability:** Our services are flexible, adapting to your business's growth
- **Focus on Core Business:** Free up your IT team for core activities
- **High Availability:** Insentra's service will maximise your AVD environment uptime
- **Compliance and Best Practices:** Ensure regulatory compliance
- **Optimal Performance:** Insentra focuses on optimising your AVD instance for a better user experience
- **Customised Solutions:** Tailored support to align with your goals



SERVICE OVERVIEW

Managing and maintaining the AVD Platform comes with its unique set of challenges, but with our Managed AVD service, we offer a solution that goes beyond traditional support. Here's why outsourcing to us is the strategic choice:

- **Proactive 24x7 Monitoring:** Your AVD environment needs constant vigilance. With our proactive 24x7 monitoring, we ensure that potential issues are detected and addressed swiftly, minimising downtime and keeping your operations running smoothly
- **Monthly Patching:** Keeping your virtual machines, and Windows Operating Systems and the AVD platform up to date is crucial for security and performance. Our monthly patching ensures that your environment remains secure and optimised, so you don't have to worry about staying on top of updates
- **Capacity and Incident Management:** Capacity and incident management are critical components of a successful AVD environment. Our service includes the effective management of these aspects, ensuring your environment operates at peak efficiency
- **Optimal Operation and Availability:** We proactively manage your AVD environment to ensure optimal operation and availability. By doing so, we minimise disruptions, reduce downtime, and improve the overall user experience

WHY USE THE SERVICE?

Overall, outsourcing AVD management to Insentra empowers clients to benefit from expertise, cost savings, focus on core business activities, 24x7 support, scalability, security and compliance, high availability, optimal performance, and customised solutions, ensuring a well-maintained, secure, and efficient AVD environment that supports their business goals.

HOW IT IS DELIVERED

We provide a full-fledged AVD Managed Service that ensures uninterrupted operation. Our offerings include around-the-clock monitoring, simplified billing, application performance tracking, image and release management, and robust security measures aligned with industry best practices. We're swift in responding to security vulnerabilities (CVEs), and our global team of experts, along with our proprietary tools for managing complex AVD setups, guarantee a top-tier service for your organisation.

MANAGED CITRIX

Our Managed Citrix service offers 24x7 monitoring, patching, capacity management, and proactive Citrix administration, ensuring secure, efficient, and reliable performance. Let us handle Citrix support, so you can focus on your core business.

BENEFITS

Outsourcing your Citrix platform management to Insentra offers several key benefits:

- **Expertise and Specialisation:** Insentra offers Citrix experts for peak performance
- **Cost Savings:** Our service is a cost-effective solution, saving you on staffing and infrastructure
- **Enhanced Security:** With our global scale and visibility, we can protect against threats and ensure data security
- **Proactive Monitoring:** 24/7 monitoring reduces downtime risks
- **Scalability:** Our services are flexible, adapting to your business's growth
- **Focus on Core Business:** Free up your IT team for core activities
- **High Availability:** Insentra's Service will maximise your Citrix environment uptime
- **Compliance and Best Practices:** Ensure regulatory compliance
- **Optimal Performance:** Insentra focuses on optimising your Citrix instance for a better user experience
- **Customised Solutions:** Tailored support to align with your goals

In summary, outsourcing Citrix platform management to Insentra offers the benefits of expertise, cost savings, enhanced security, proactive monitoring, scalability, focusing on core business activities, high availability, compliance, optimal performance, and customised solutions, enabling your organisation to operate efficiently and securely.

SERVICE OVERVIEW

Managing and maintaining the Citrix Platform comes with its unique set of challenges, but with our Managed Citrix service, we offer a solution that goes beyond traditional support. Here's why choosing us is the strategic choice:

- **Proactive 24x7 Monitoring:** Your Citrix environment needs constant vigilance. With our proactive 24x7 monitoring, we ensure that potential issues are detected and addressed swiftly, minimising downtime and keeping your operations running smoothly
- **Monthly Patching:** Keeping your virtual machines, and Windows Operating Systems and Citrix platform up to date is crucial for security and performance. Our monthly patching ensures that your environment remains secure and optimised, so you don't have to worry about staying on top of updates
- **Capacity and Incident Management:** Capacity and incident management are critical components of a successful Citrix environment. Our service includes the effective management of these aspects, ensuring your environment operates at peak efficiency
- **Optimal Operation and Availability:** We proactively manage your Citrix environment to ensure optimal operation and availability. By doing so, we minimise disruptions, reduce downtime, and improve the overall user experience

WHY USE THE SERVICE?

Overall, outsourcing Citrix management to Insentra empowers clients to benefit from expertise, cost savings, focus on core business activities, 24x7 support, scalability, security and compliance, high availability, optimal performance, and customised solutions, ensuring a well-maintained, secure, and efficient Citrix environment that supports their business goals.

HOW IT IS DELIVERED

We provide a full-fledged Citrix Managed Service that ensures uninterrupted operation. Our offerings include around-the-clock monitoring, simplified billing, application performance tracking, image and release management, and robust security measures aligned with industry best practices. We're swift in responding to security vulnerabilities (CVEs), and our global team of experts, along with our proprietary tools for managing complex Citrix setups, guarantee a top-tier service for your organisation.

NETSCALER SUPPORT

Our NetScaler Support service guarantees the smooth functioning and optimal performance of your Citrix NetScaler environment.

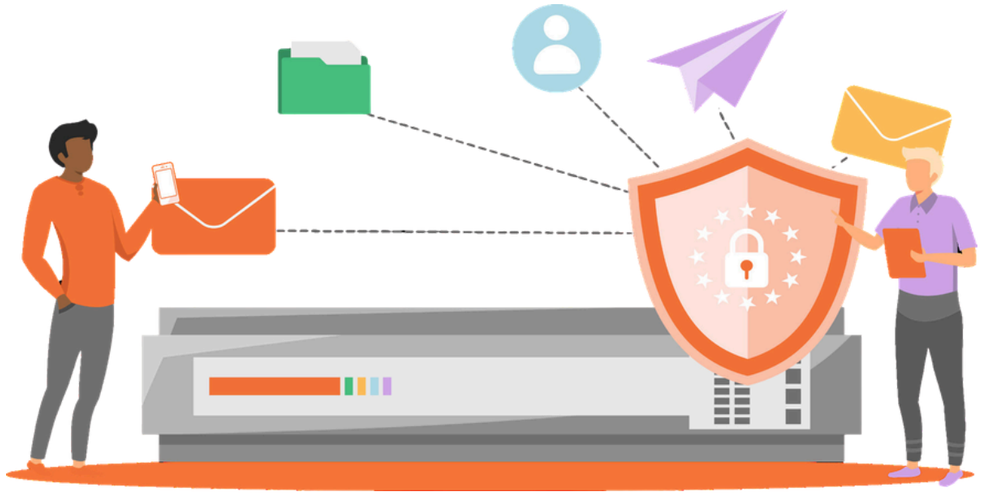
BENEFITS

- **Continuous Reliability:** Our NetScaler Service offers continuous monitoring to minimise downtime and disruptions
- **Security and Compliance:** We ensure security and compliance by patching the NetScaler OS and rapidly addressing CVE vulnerabilities
- **Efficient Capacity Management:** We optimise capacity and incident management for consistent performance, even during peak demand
- **Optimal Operation:** Proactive device management maintains peak performance and availability, reducing performance risks
- **Peace of Mind:** Outsource your NetScaler support for worry-free infrastructure management, allowing you to focus on your core business

SERVICE OVERVIEW

Elevate Your Citrix NetScaler with Managed Support

When it comes to Citrix NetScaler, seamless operation and optimal performance are paramount. That's why we offer our Managed Citrix NetScaler service. By outsourcing NetScaler support to Insentra, you unlock an array of benefits, including proactive monitoring, continuous optimisation, and 24/7 support. With our expertise, your NetScaler environment remains secure, efficient, and always ready to deliver a top-tier application experience.



WHY USE THE SERVICE?

- **Expertise:** Insentra offers specialised NetScaler expertise, saving you time and resources
- **24x7 Support:** Insentra provide round-the-clock support for prompt issue resolution
- **Cost Savings:** Outsourcing reduces costs associated with staffing and infrastructure
- **Security:** Insentra ensure security and compliance, reducing your risk exposure
- **Scalability:** Insentra has scaled our services to match NetScaler needs for flexibility

CHALLENGES OF SELF-SUPPORT

- **Lack of Expertise:** In-house skills for effective NetScaler management may be lacking
- **24x7 eyes on glass:** Continuous monitoring and quick issue resolution can be challenging for in-house teams, risking downtime
- **Costs:** Infrastructure setup and skilled staff maintenance can be costly
- **Security Risks:** Inadequate expertise may miss security vulnerabilities, posing risks
- **Scalability:** Keeping up with NetScaler demands during growth can be problematic

Overall, outsourcing NetScaler support offers expertise, 24x7 support, cost savings, security and compliance, and scalability advantages, while managing it internally can be challenging due to the need for expertise, continuous monitoring, costs, security risks, and scalability limitations.

HOW IT IS DELIVERED

We deliver our NetScaler service proactively, covering key areas such as certificate management, application monitoring, load balancing, Citrix access and identities, secure remote access via VPNs, and complex high availability scenarios. This comprehensive approach ensures optimal performance, security, and flexibility for your NetScaler environment.

SECURE AZURE

Enhance your Azure environment with our Secure Azure Managed Service, incorporating cost expertise and reduction, heightened security, and strategic leadership. Our comprehensive Secure Azure service provides a solution for comprehending and safeguarding your Azure cloud infrastructure.

BENEFITS

- **Continuous Improvement:** Utilise leading industry best practices, business intelligence (BI), and security insights
- **Ongoing Optimisation:** We continually fine-tune, optimize and provide advice on your Azure environment, ensuring cost-efficiency and peak performance based on Microsoft's best practices
- **Strategic Guidance:** MSPs offer thought leadership and strategic insights. We help you align your Azure environment with your broader business goals and objectives
- **Cost Management:** Monitoring and reporting Azure consumption to identify cost-saving opportunities, ultimately optimising the cost structure
- **Enhanced Security:** Gaining advanced security insights and measures to protect Azure environments, reducing the risk of cyber threats and ensuring compliance with security standards

SERVICE OVERVIEW

We focus on security and cost optimisation and reduction. Our Secure Azure service will provide you with enhanced security but also importantly will bring visibility and clarity to your subscription.

This service aims to put you in the driving seat, providing valuable insights allowing you to make critical business decisions regarding optimum resource management, capacity management and cost forecasting.

With proactive 24x7 monitoring, monthly OS patching, resource management, capacity and incident management, along with robust CIS security hardening and benchmarking, we ensure the security and performance of your Azure platform and services.

WHY USE THE SERVICE?

- **Enhanced Security:** Our proactive approach aligns your Azure environment with the latest Microsoft secure score recommendations, guaranteeing a resilient and secure cloud presence for your organisation
- **Reporting:** Transparent easy-to-digest reporting providing environment analysis and security recommendations to improve your security posture and exposure

  Data-Driven Decision-Making: Through Business Intelligence (BI) and insights, we provide valuable data on Azure consumption, enabling informed decision-making for resource allocation and cost management
- **Alignment with Azure Roadmap:** Keep in sync with Azure's evolving roadmap and capabilities, ensuring that your environment remains up-to-date and leverages the latest features

  Competitive Advantage: By staying at the forefront of Azure capabilities and security measures, you can gain a competitive edge in your respective industry
- **Predictable Costs:** We help manage and predict Azure costs effectively, reducing budget uncertainties and potential overruns
- **Expertise & Cost Savings:** Outsourced specialised knowledge and experience in managing Azure environments, ensuring optimal performance, security, and efficiency along with reduced internal staff overheads
- **Security and Compliance:** Robust security measures, ensuring data protection and adherence to industry standards and compliance requirements

HOW IT IS DELIVERED

We deliver our Secure Azure service through a comprehensive approach that includes round-the-clock monitoring of Azure services, ensuring reliability and security. We manage server and storage capacity, guaranteeing that resources are utilised efficiently. Additionally, we maintain proper resource tagging for accurate cost optimisation.

Security is a priority, with Azure subscriptions, identities, and objects secured to CIS Level 1 benchmark standards. We oversee platform alerting, diagnose alerts, and promptly remediate events that raise alerts. To track and enhance security, we provide monthly reports covering secure score, CIS Benchmark compliance, and risk management. With our service, your Azure environment remains secure, cost-effective, and continuously improved.

MANAGED HELP DESK

Insentra's Managed Help Desk is your trusted partner for reliable IT support, acting as a dedicated communication hub that seamlessly extends your team's capabilities. Whether it's managing increased call volumes or providing expert assistance after hours, our Help Desk ensures your clients always receive the support they need, exactly when they need it.

Our primary goal is to guarantee that your clients receive prompt, professional, and effective technical help. Our Help Desk is equipped to handle both incidents, unexpected disruptions to service availability or quality and routine service requests, such as password resets or setting up new users in Office 365 or Active Directory. With Insentra, you can trust that every technical challenge will be met with skill, precision, and a commitment to excellence.

BENEFITS

- **Remote Support with 24x7 Coverage:** Access support anytime, anywhere
- **Flexible Billing Model:** Control your support hours and cost
- **100% Cloud-Based Access:** Enjoy anytime, anywhere access to support
- **Service Level Agreement (SLA) Tracking:** Monitor adherence to agreed service levels
- **Escalation Procedures:** Efficient handling of critical issues
- **Personalised Greetings:** Customised interactions for a tailored experience
- **Automated Emails and Updates:** Stay informed with automatic notifications
- **Integrated, Customer-Specific Knowledge Base:** Access relevant information easily
- **Simple Dashboards and Monthly Reports:** Clear insights into support activities
- **Comprehensive Tracking and Reporting:** Detailed analysis of support metrics
- **Configurable Ticket Categories:** Organise and manage tickets effectively
- **Scripted Responses and Automatic Ticket Routing:** Streamlined and efficient ticket management
- **Multiple Ticket Collection Methods:** Submit tickets via phone, web portal, email, or monitoring agents
- **Vendor Management for Escalations and Assistance:** Seamless coordination with vendors for support

SERVICE OVERVIEW

Our Service Framework, designed and delivered under the ITIL guidelines, forms the backbone of our service desk capability. This globally recognised framework ensures that our Help Desk service is not only responsive and flexible but also aligned with industry best practices. By adhering to ITIL standards, we deliver consistent, high-quality support that is tailored to meet the specific needs of each client.

Choosing our Managed Help Desk service means gaining access to a team that is well-versed in the nuances of IT support, ensuring that issues are resolved efficiently and effectively. Our framework enables us to provide a structured approach to problem-solving, incident management, and service requests, minimising downtime and maximising productivity.

WHY USE THE SERVICE?

Choosing Insentra as your Managed Help Desk provider means you can say goodbye to the hassles of end-user support. We offer a team of highly skilled technical experts who specialise in delivering exceptional Help Desk services. By outsourcing your IT Help Desk to Insentra, you're not just investing in support; you're partnering with professionals dedicated to optimising your IT environment. Our service ensures seamless support, allowing your internal team to focus on strategic initiatives. Here are the top five outcomes you'll enjoy:

- **Enhanced Efficiency:** Streamline your support processes with our expert team reducing downtime and improving productivity
- **Cost Savings:** Lower operational costs by avoiding the expenses associated with in-house support staff and training
- **24/7 Availability:** Access to round-the-clock support ensures that your business is covered, no matter the time of day or night
- **Expert Knowledge:** Benefit from a team of specialised professionals who bring deep expertise and the latest industry best practices to your IT challenges
- **Scalability:** Easily scale your support services to match your business needs, whether you're growing rapidly or adjusting to new requirements

HOW IT IS DELIVERED

Our Managed Help Desk service is designed to provide a dynamic and proactive approach to IT support. It includes rapid response to incidents, continuous monitoring and reviews of Microsoft recommendations, and timely optimisations to keep your systems running smoothly. We focus on minimising disruptions and improving overall end-user experience. Sold on a per user, per month basis, this service offers scalability and flexibility to meet your organisation's needs. Our comprehensive reporting helps you stay informed, ensuring your IT environment is not only secure but also efficient and resilient in the face of evolving demands.

M365 GOVERNANCE

Optimising Microsoft 365 goes far beyond licence management, it requires unified control of cost, security, and productivity. M365 Governance combines FinOps, SecOps, and CloudOps to give organisations complete visibility, intelligent automation, and proactive governance to reduce waste, strengthen identity and collaboration security, and drive greater adoption and value from Microsoft 365.

BENEFITS

- **Cost Optimisation:** Right-size and reclaim licenses, eliminate waste, and align M365 investments to actual usage and adoption.
- **Security & Compliance:** Reduce identity and collaboration risk by identifying and remediating misconfigurations, over-privileged accounts, and shadow usage.
- **Operational Excellence:** Improve productivity and governance across workloads with analytics, dashboards, and proactive alerting.
- **Efficiency & Insight:** Leverage automation and smart tagging to enhance visibility, streamline operations, and improve compliance posture.
- **Data-Driven Decision Making:** Gain actionable insights that connect financial, security, and operational outcomes to business value.
- **Scalability & Flexibility:** Adapt quickly to organisational change while maintaining consistent cost control and security standards.

SERVICE OVERVIEW

M365 Governance delivers an integrated, proactive approach to managing Microsoft 365 across financial, security, and operational areas. By combining FinOps, SecOps, and CloudOps in one managed framework, Insentra keeps your environment cost-efficient, secure, and optimized for productivity. The service provides continuous analysis of licensing, security, and adoption metrics. It includes proactive governance and risk remediation across identities and workloads. Adoption and usage analytics support enablement and compliance, while licence mix and Defender suite optimisation improve value. Regular reporting and savings tracking ensure full transparency.

WHY USE THE SERVICE?

Many organisations underuse their Microsoft 365 investment—overspending on licences, under-utilising workloads, and missing key security gaps. M365 Governance bridges that gap by aligning cost, security, and operational outcomes.

1. **License Optimisation:** Identify inactive, duplicate, or underutilized licenses to reclaim spend and right-size SKUs.
2. **Security Improvement:** Detect and reduce collaboration and identity risk, improving compliance and Secure Score.
3. **Adoption Acceleration:** Drive usage of Teams, SharePoint, and OneDrive to increase ROI and user productivity.
4. **Governance Control:** Implement policy-driven management, Smart Tags, and alerting frameworks for consistent oversight.
5. **Actionable Insights:** Access dynamic dashboards and reports connecting adoption, security, and cost trends.
6. **Business Value:** Simplify management, improve performance, and ensure every M365 dollar drives measurable impact.

HOW IT IS DELIVERED

M365 Governance is delivered by Insentra's Microsoft 365 specialists through a holistic approach that integrates automation, analytics, and governance frameworks. Combining FinOps, SecOps, and CloudOps, the service provides complete visibility, control, and optimisation across your environment. It delivers licence optimisation, proactive risk management, and intelligent governance through continuous monitoring, alerting, and real-time dashboards. Monthly reporting offers clear insights into cost savings, security posture, adoption, and compliance performance. This service is fully consumption-based and designed to scale with your organisation's M365 footprint, adapting seamlessly as your environment and business needs evolve.

CLOUD GOVERNANCE

Managing the cloud effectively requires more than visibility, it demands unified control of cost, security, and operations. Cloud Governance combines FinOps, SecOps, and CloudOps into a single intelligent framework that strengthens governance, optimises performance, and maximises value. Through continuous monitoring, automation, and expert guidance, Insentra helps you reduce risk, control spend, and maintain operational excellence across multi-cloud and Azure environments.

BENEFITS

- **Security & Governance:** Strengthen resource and identity hygiene, enforce least-privilege access, and maintain policy compliance across all Azure environments.
- **Operational Excellence:** Standardise management, tagging, and alerting across subscriptions for complete visibility and control.
- **Cost Optimisation:** Reduce cloud spend through data-driven rightsizing, commitment management, and waste elimination.
- **Efficiency & Insight:** Leverage automation and smart tagging to enhance visibility, streamline operations, and improve compliance posture.
- **Data-Driven Decisions:** Gain actionable insights through unified dashboards and reports aligned with business outcomes.
- **Scalability & Flexibility:** Easily scale across workloads and business units while maintaining governance and compliance.

SERVICE OVERVIEW

Cloud Governance delivers a holistic and proactive approach to managing cloud environments across financial, security and operational areas. By combining FinOps, SecOps, and CloudOps within a single managed framework, Insentra ensures your cloud remains secure, efficient, and cost-optimised. The service provides continuous monitoring of cloud security posture, automated governance and tagging enforcement, and spend analytics aligned with Microsoft best practices. It also includes policy compliance reporting, alert management, and unified dashboards that offer clear visibility into operational, financial, and security performance.

WHY USE THE SERVICE?

Many organisations struggle to align cost, security, and operational excellence, often managing each area in isolation. Cloud Governance unites these disciplines under one operational model, enabling smarter decisions and greater control.

1. **Risk Reduction:** Identify and remediate misconfigurations, exposed resources, and stale identities to reduce attack surface.
2. **Operational Visibility:** Establish consistent governance with Smart Tags, alerts, and dashboards for real-time insight.
3. **Cost Efficiency:** Detect idle and oversized resources, apply savings plans, and align cloud spend with value.
4. **Compliance Assurance:** Maintain policy adherence through proactive enforcement and continuous monitoring.
5. **Actionable Intelligence:** Use prioritised risk registers, optimisation backlogs, and trend analysis for smarter cloud management.
6. **Business Value:** Shift from reactive cloud management to proactive, outcome-driven operations supported by certified experts.

HOW IT IS DELIVERED

Cloud Governance is delivered by Insentra's specialists using Microsoft-native tools and FinOps-certified practices to ensure your environment remains secure, efficient, and cost-effective. The service integrates FinOps, SecOps, and CloudOps through automation, analytics, and governance frameworks, providing resource and identity assessments, Smart Tagging, alerting, and financial optimisation. Monthly reporting delivers insights on cost efficiency, security posture, and compliance, while the consumption-based model scales with your organisation's evolving needs.

MANAGED SENTINEL

Cybersecurity is vital to business resilience, and with constant threats, visibility and rapid response are essential. Managed Sentinel provides 24x7 intelligent monitoring, detection, and automated response through Microsoft's cloud-native SIEM and SOAR platform, giving you complete confidence that your organisation is protected around the clock.

BENEFITS

- **Security & Compliance:** Strengthen your organisation's security posture with advanced analytics, automation, and Microsoft-aligned best practices to meet compliance standards.
- **Expertise:** Gain access to Insentra's global security engineers, providing Level 2 and 3 expertise in managing and optimising Microsoft Sentinel.
- **Proactive Threat Management:** Continuous detection and mitigation of potential threats, leveraging predefined and custom playbooks for immediate action.
- **Automation & Efficiency:** Streamline repetitive tasks and speed up response through integrated playbooks and automated remediation processes.
- **Visibility & Insight:** Achieve unified visibility across your environment with powerful analytics and reporting through Microsoft Sentinel.
- **Scalability & Flexibility:** Easily adapt as your organisation grows, with flexible scope to manage custom data connectors, log sources, and playbooks.

SERVICE OVERVIEW

Managed Sentinel delivers a holistic, proactive approach to threat detection and response using Microsoft Sentinel's advanced SIEM and SOAR capabilities. Insentra provides continuous monitoring, proactive maintenance, and fast incident resolution to ensure your environment remains secure and resilient. The service includes round-the-clock monitoring and incident management, health and performance checks on the Sentinel platform, management of native and custom data connectors, development of detection rules and automated playbooks, and full integration with Azure Log Analytics and Azure Monitor for complete visibility and control.

WHY USE THE SERVICE?

Our service ensures your business stays one step ahead of cyber threats through intelligent automation and expert oversight. Most organisations lack the resources to manage Microsoft Sentinel effectively in-house—our service bridges that gap.

1. **24x7 Security Oversight:** Always-on monitoring and management of Sentinel alerts and incidents.
2. **Expert Engineering:** Access Level 2 and 3 engineers who specialise in Microsoft Sentinel configuration and optimisation.
3. **Threat Detection & Response:** Automated playbooks address incidents such as brute-force attacks, phishing, data exfiltration, and ransomware behaviour.
4. **Performance Management:** Regular system health, usage, and performance analysis ensure continuous optimisation.
5. **Operational Efficiency:** We handle the complexity of security operations so your team can focus on core business priorities.
6. **Actionable Intelligence:** Turn Sentinel data into real-time insight for faster, smarter decisions.

HOW IT IS DELIVERED

Managed Sentinel is delivered by Insentra's dedicated security engineers using Microsoft Sentinel combined with advanced automation, analytics, and AI. The service includes 24x7 monitoring and incident response aligned to agreed playbooks, continuous system health and service checks, management of data connectors and log sources, and performance optimisation through Azure Monitor integration. Monthly reporting provides detailed insights into system health, compliance status, and MDR event summaries. This consumption-based service is flexible and scalable, ensuring your environment remains protected and your business can operate securely and confidently.

MANAGED PATCH MANAGEMENT

Managing operating system updates is no longer just an operational task. As AI accelerates the discovery and exploitation of vulnerabilities, organisations need a proactive approach that reduces cyber risk while maintaining business continuity.

Insentra's Managed Patch Management service combines risk-based patch management, continuous vulnerability assessment, expert engineering and operational governance to help organisations reduce vulnerability exposure, strengthen compliance and maintain secure, resilient Microsoft environments. By continuously assessing Microsoft security releases and Common Vulnerabilities and Exposures (CVEs), prioritising remediation based on exploitability, business criticality and operational impact, and deploying updates through governed change processes, we deliver predictable, measurable outcomes, not just monthly patching.

BENEFITS

- **Risk-Based Patch Management:** Reduce cyber risk through intelligent, risk-based patch deployment that prioritises business criticality, exploitability and operational impact.
- **Security & Compliance:** Strengthen your security posture and support compliance with Essential Eight, CIS Controls, ISO 27001 and cyber insurance requirements.
- **Operational Resilience:** Minimise business disruption through staged deployments, controlled maintenance windows and proven change management practices.
- **Continuous Vulnerability Management:** Stay protected against emerging threats with continuous CVE assessment and accelerated remediation of critical vulnerabilities.
- **Governance & Visibility:** Gain complete visibility into patch compliance, deployment success, vulnerability exposure and operational performance through comprehensive reporting.
- **Reduced Operational Overhead:** Reduce the burden on internal IT teams by outsourcing patch planning, deployment, validation, reporting and exception management.

SERVICE OVERVIEW

Managed Patch Management delivers a proactive, risk-based approach to protecting Microsoft, Windows Server, Citrix and endpoint environments. Rather than simply deploying monthly updates, Insentra continuously assesses Microsoft security releases and Common Vulnerabilities and Exposures (CVEs), prioritises remediation according to exploitability, business criticality and operational impact, and deploys updates through governed change processes.

Supporting Windows Server, Windows endpoints, Microsoft Intune-managed devices, Citrix Virtual Apps and Desktops, Citrix NetScaler (ADC), IGEL OS and Azure-hosted workloads, the service improves security, supports compliance and strengthens operational resilience through expert engineering and operational governance.

WHY USE THE SERVICE?

Many organisations can deploy patches. Far fewer have the operational maturity to continuously assess vulnerabilities, prioritise remediation, govern change and demonstrate compliance.

Managed Patch Management combines expert engineering, risk-based decision making and operational governance to deliver more than patch deployment, helping organisations reduce cyber risk while improving security, resilience and operational efficiency.

1. **Reduce Cyber Risk** – Continuously assess vulnerabilities and prioritise remediation based on business risk.
2. **Respond Faster to Critical Threats** – Accelerate remediation of critical vulnerabilities as AI reduces the time between disclosure and exploitation.
3. **Minimise Business Disruption** – Deploy updates through governed maintenance windows and staged release processes.
4. **Expert Engineering** – Balance security, stability and business requirements through experienced engineering oversight.
5. **Governance & Reporting** – Monitor patch compliance, vulnerability exposure and operational performance through comprehensive reporting.
6. **Reduce Operational Overhead** – Outsource patch planning, deployment, validation and exception management to Insentra's specialists.

HOW IT IS DELIVERED

Delivered as a flexible, consumption-based managed service, Insentra continuously assesses Microsoft security releases and Common Vulnerabilities and Exposures (CVEs), prioritises remediation according to exploitability and business risk, and deploys updates through agreed maintenance windows and governed change processes.

Supporting Windows Server, Windows endpoints, Microsoft Intune-managed devices, Citrix, NetScaler, IGEL and Azure environments, the service includes validation, exception management, governance reporting and accelerated remediation for critical vulnerabilities where immediate action is required. The result is predictable, secure and compliant patch management that scales with your environment while reducing cyber risk.

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