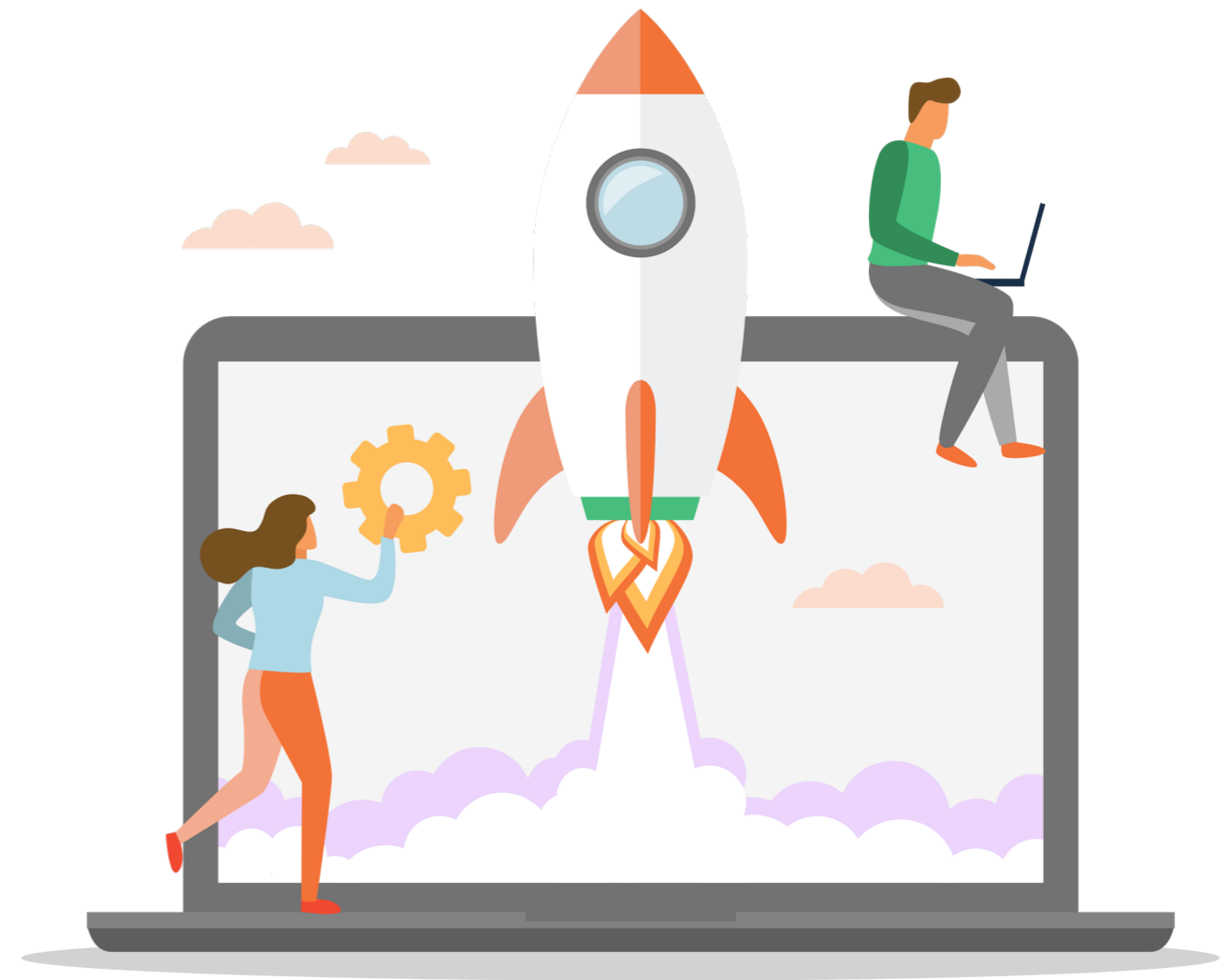# MANAGED SERVICES

## CATALOGUE

WE ARE AND ALWAYS WILL BE
**#PARTNEROBSESSED**

**insentra**

# 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.

# CONTENTS

# 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.
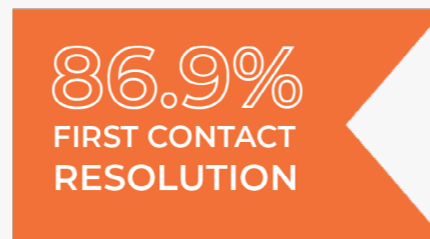
## SUPPORT TIERS

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 | ✔ |

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# 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

**ISO 27001** Information Security Management System

MICROSOFT SOLUTIONS PROVIDER: SECURITY

MICROSOFT SOLUTIONS PROVIDER *MODERN WORK*

ONE OF THE FIRST GLOBAL — FASTTRACK READY PARTNERS

MICROSOFT ADVANCED SPECIALISATIONS — ADOPTION AND CHANGE MANAGEMENT

**AvePoint CERTIFIED** PROFESSIONAL SERVICES PARTNER

**AvePoint CERTIFIED** TECHNICAL PROFESSIONAL

**AvePoint CERTIFIED** TECHNICAL ASSOCIATE

**AvePoint CERTIFIED** SALES PROFESSIONAL

**3x**

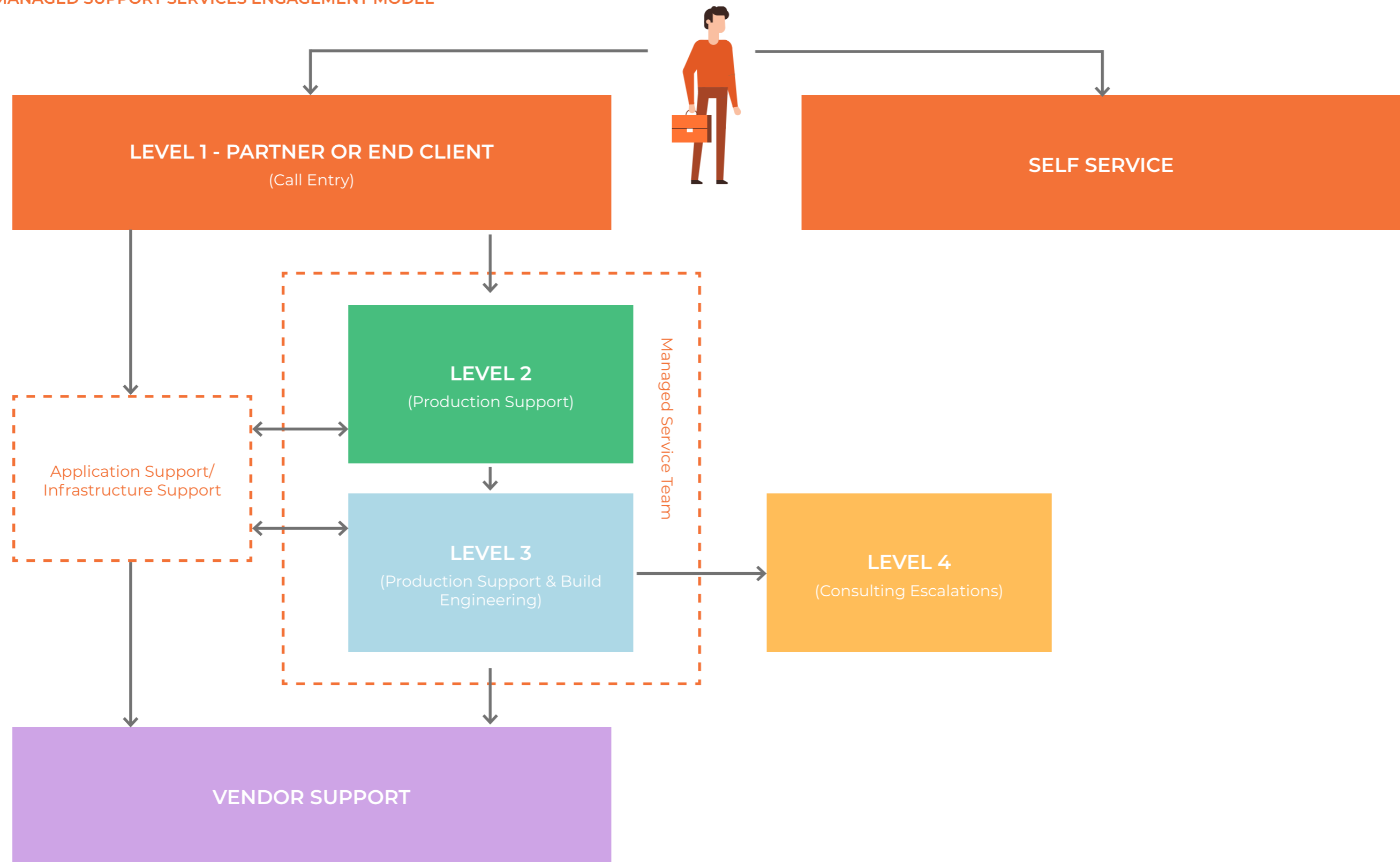**AvePoint CERTIFIED** TECHNICAL EXPERT

# 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**



**LEVEL 1 - PARTNER OR END CLIENT**
(Call Entry)

**SELF SERVICE**

Application Support/
Infrastructure Support

**LEVEL 2**
(Production Support)

Managed Service Team

**LEVEL 3**
(Production Support & Build Engineering)

**LEVEL 4**
(Consulting Escalations)

**VENDOR SUPPORT**

# 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 benchmarking. Our Managed Services seamlessly integrate with our Modern and Secure Workplace Solutions, 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 services, supported by industry-leading benchmarks and certifications. Benefit from our swift and seamless onboarding into the managed service, providing you with a secure and efficient solution for your infrastructure management needs.

# 5 PHASES OF ONBOARDING

## ONBOARDING

### TAKES UP TO 1 WEEK

- Pre-Engagement checklist reviewed and signed off
- Accounts provisioned
- Request change request for access to environment
- SLA definitions
- Client categories defined based service analysis
- Major Incident escalation document update
- Reporting requirements defined
- Engineering team to establish relationships within client

## INTERNAL INSENTRA HANDOVER

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

**Zero Day Reactive Support starts** ➔

**Proactive Support Starts** ➔

### 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 enviroment 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

# INSENTRA MANAGED SERVICES

Insentra's Modern and Secure Workplace solutions help partners and their clients to improve productivity, collaboration, security, control and governance through technology.

## BACKUP AS A SERVICE (BaaS)

Ensuring the timely and secure backup of Microsoft Cloud Services, BaaS operates under continuous 24x7 monitoring, making use of AvePoint Cloud backup and/or Azure backup service.

## SERVER MANAGEMENT

This support service offers proactive 24x7 monitoring, monthly patching of the operating system, capacity and incident management, as well as Centre for Internet Security (CIS) security hardening and benchmarking of Windows Operating Systems.

## MANAGED MICROSOFT 365 SUPPORT

This service delivers a secure and proactive support solution for Microsoft 365 clients. It encompasses the uplift of tenant security controls to meet the baseline standards set by the Centre for Internet Security (CIS), followed by ongoing proactive management aligned with the latest Microsoft secure score recommendations. The service also emphasises user adoption, ensuring clients maximise their investment in Microsoft 365.

## MANAGED DEFENDER FOR ENDPOINT (MDE)

MDE leverages Microsoft Defender security services to provide cybersecurity and managed detection and response (MDR) for servers, Windows devices, and mobile devices.

## DIGITAL EMPLOYEE EXPERIENCE (DEX)

DEX quantifies the quality of user interactions with technology within their work environment, offering profound insights into end user computing infrastructure and end-point components. DEX empowers Insentra to quickly diagnose and remediate performance issues, guaranteeing users the best experience possible through both real-time and historical trend analysis.

## AZURE FINOPS

Providing cost optimisation and containment for Microsoft Azure, this service extends beyond the offerings of the Azure platform. With in-depth insights and recommendations for current and future spending, cost allocation for internal billing, support for PAYG and CSP subscriptions and budget alerts, Insentra Azure FinOps ensures your cloud investment operates cost effectively and is right-sized for your business.

## MANAGED POLICY AND INSIGHTS (PI)

This sevice focuses on information protection and risk management, aligning user access and activity with business risk management for Microsoft 365. Managed PI continuously monitors user behaviour and assesses activity in near real-time, taking action to restrict or remediate access to an acceptable risk level. With comprehensive reporting and alerting capabilities, Managed PI ensures secure collaboration with confidence when utilising Microsoft 365.

## INTUNE SUPPORT

Intune support offers a secure and proactive support solution for Microsoft Intune clients across all scenarios. This service includes the enhancement of tenant security controls to meet the baseline standards set by the Centre for Internet Security (CIS), followed by proactive management in accordance with the latest Microsoft secure score recommendations.

## MANAGED AVD

This service offers continuous 24x7 monitoring, monthly patching for virtual machines, maintenance of the Windows operating system, and comprehensive capacity and incident management throughout the AVD platform. Insentra takes a proactive approach to managing the AVD environment, guaranteeing high availability and seamless performance.

## MANAGED CITRIX

This service provides proactive 24x7 monitoring, monthly patching of virtual machine Windows Operating Systems and the Citrix platform, capacity and incident management. Insentra also proactively manages the Citrix environment to ensure optimal operation and availability.

## NETSCALER SUPPORT

This proactive service includes 24x7 monitoring, patching of the NetScaler Operating System, capacity and incident management. Insentra also proactively manages the NetScalers to ensure optimal operation and availability.

## SECURE AZURE

Offering proactive 24x7 monitoring, monthly patching of virtual machines, and Windows Operating Systems, resource management, capacity and incident management. Insentra also performs Centre for Internet Security (CIS) security hardening and benchmarking of the Azure platform and services, followed by proactive management in accordance with the latest Microsoft secure score recommendations.

# BACKUP AS A SERVICE (BaaS)

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 retrevial

✔ **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 user 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 not exciting, but 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 allows you to sleep soundly each night.

## 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 Centre for Internet Security (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 need

## 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 MICROSOFT 365 SUPPORT

Unlock the Full Potential of Microsoft 365: Elevate Your Modern Workplace and Security Solutions with our comprehensive Managed Services.

## 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 teams 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 Inteligence 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.

- **Focus on Core Business:** By outsourcing Microsoft 365 support, your in-house IT team can concentrate on more strategic initiatives that directly impact your business's growth and innovation

- **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

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 businesses needs. Our 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.

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# MANAGED DEFENDER FOR ENDPOINT (MDE)

Empower your cybersecurity with Managed Microsoft Defender for Endpoint. We are your trusted partner in fortifying your organisation's cybersecurity defences and proactively safeguarding your digital assets.

## 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 for Endpoint (MDE) that leverages the power of Microsoft Defender security services to deliver comprehensive cybersecurity and Managed Detection and Response (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 Security Operations Centres (SOC) and Security Information and Event Management (SIEM) solutions, and detailed monthly reporting.

Our managed Microsoft Defender for Endpoint is harnessed to provide robust security services, ensuring that your entire digital ecosystem remains secure. MDR not only offers peace of mind but 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 for Endpoint, 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 MDE 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 for Endpoint 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, 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 behaviour 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 complimentary 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 behaviour 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.

# AZURE FINOPS

With Azure FinOps, your cloud investment becomes highly efficient, minimising the potential for unexpected cost overruns, and ensuring you get the most value out of your Azure resources.

## BENEFITS

✔ **Budget Control:** Azure FinOps helps you mitigate budget overruns, ensuring that your Azure spending remains on track and aligns with your financial plans

✔ **Cost Allocation:** Gain clarity in cost allocation by understanding where expenses are being consumed and apportioning costs to specific business units or departments

✔ **Accurate Forecasting:** With Azure FinOps, you can confidently predict future Azure spending, enabling precise budget planning and alignment with long-term objectives

✔ **Benefits Realisation:** Maximise the benefits of Azure services with prudent cost management, ensuring that your organisation fully capitalises on Azure's capabilities

✔ **Efficient Cloud Spending:** The service provides deep insights, recommendations for current and future spend, and budget alerts, empowering you to make informed decisions and optimise your cloud investments

## SERVICE OVERVIEW

At Insentra, we understand the critical importance of efficient cloud spending. Our Azure FinOps service takes Azure cost optimisation and containment to the next level. We go beyond the standard Azure platform offerings, providing deep insights and recommendations for both current and future spending, cost allocation for internal billing, support for Pay-As-You-Go (PAYG) and Cloud Solution Provider (CSP) subscriptions.

## WHY USE THE SERVICE?

**Unlock the Power of Azure FinOps: Mitigating Risks and Maximising Benefits**

In the dynamic world of Azure cloud services, managing your costs isn't just a good practice; it's a strategic imperative. Here's why choosing Azure FinOps is essential, especially when not managing Azure costs:

1. **Mitigate Budget Overruns:** Without effective cost management, the risk of budget overruns looms large. Azure FinOps helps you maintain control over your spending, preventing unexpected and costly surprises.

2. **Gain Clarity in Cost Allocation:** Understanding where your costs are being consumed is crucial. Azure FinOps provides detailed insights and the ability to apportion costs to specific business units or departments, enabling precise cost tracking and informed decision-making.

3. **Empower Forecasting:** Effective cost management goes hand in hand with accurate forecasting. Azure FinOps allows you to predict your future Azure spending with greater confidence, ensuring that your budget aligns with your long-term objectives.

4. **Maximise Benefits Realisation**: Azure offers a wealth of features and capabilities, but realising their full potential relies on prudent cost management. Azure FinOps not only safeguards your budget but ensures that you're making the most of your Azure investment.

In the dynamic cloud environment, proactive cost management is the linchpin of efficiency, and Azure FinOps is the key to unlocking these benefits. By embracing this service, you're not just managing your costs; you're securing your budget, enhancing cost allocation, improving forecasting, and reaping the full benefits of Azure services, giving your organisation a competitive edge in the cloud landscape.

## HOW IT IS DELIVERED

Our Azure FinOps service is seamlessly delivered through powerful tooling that offers deep insights and analytics across your entire Azure estate. With rapid onboarding, you can start gaining insights within days, not weeks. Our monthly reports provide comprehensive recommendations for cost savings and efficiencies, alongside precise cost allocation across your various business units. This approach ensures that you can immediately optimise your Azure investments and make informed financial decisions.

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# MANAGED POLICIES AND INSIGHTS (PI)

Managed Policies and Insights (Managed PI) is the missing piece to your Microsoft 365 experience. Managed PI is your Guardian for Secure Collaboration in Microsoft 365.

## BENEFITS

**Information Protection and Risk Management:** Managed PI 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:** Managed PI 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 Managed PI. 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:** Managed PI'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

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

With Managed PI 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. Managed PI is your partner in protecting your business and fostering a productive, safe environment within Microsoft 365

## WHY USE THE SERVICE?

- **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:** PI 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

- **IP Theft Prevention:** PI 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

In summary, Managed PI empowers your team to manage a wide array of risks, including industry compliance, data leakage prevention, insider threat management, and IP theft. With Managed PI, your clients can confidently navigate the open world of communication and collaboration while ensuring the security of their critical data and compliance with industry standards.

## HOW IT IS DELIVERED

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

- **Co-Creation of Rules**: We don't impose one-size-fits-all solutions on you. We align the rules and policies of Managed PI 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:** Managed PI 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):** Managed PI 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

In essence, Managed PI is not just a service; it's a collaborative partnership in securing your business. We co-create rules aligned to your unique risks and compliance needs, monitor your environment around the clock, offer optional instant remediation, provide transparent pricing, and furnish you with monthly reports. With Managed PI, you're in control of your risk management, ensuring that your business operates confidently and securely in today's dynamic and open digital landscape.

# INTUNE SUPPORT

At Insentra, our Microsoft 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 strategic partner that keeps pace with Intune's dynamic environment, delivers round-the-clock engineering capability, makes essential tooling investments to maximise the value of Microsoft Intune while minimising management challenges.

## 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 Center for Internet Security (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 Microsoft 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.

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# 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 offer 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 focusses on optimising your AVD instance for a better user experience

✔ **Customised Solutions:** Tailored support to align with your goals

In summary, outsourcing AVD 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

**Experience the Power of Outsourcing AVD Platform Support**

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 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.

Outsourcing AVD Platform support to us means more than just reducing your administrative burden; it's about gaining a strategic partner that takes care of the complexities, ensuring your AVD environment operates efficiently, securely, and with high availability. With our expertise, you can focus on your core business while we keep your AVD Platform running at its best.

## 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.

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# MANAGED CITRIX

Our Managed Citrix service offers 24x7 monitoring, patching, capacity management, and proactive Citrix admistration, 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 offer 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:** 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 Citrix environment uptime
- ✔ **Compliance and Best Practices:** Ensure regulatory compliance
- ✔ **Optimal Performance:** Insentra focusses 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

**Experience the Power of Outsourcing Citrix Platform Support**

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.

Outsourcing Citrix Platform support to us means more than just reducing your administrative burden; it's about gaining a strategic partner that takes care of the complexities, ensuring your Citrix environment operates efficiently, securely, and with high availability. With our expertise, you can focus on your core business while we keep your Citrix Platform running at its best.

## 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.

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# 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 24x7 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 provides round-the-clock support for prompt issue resolution

- **Costa Savings:** Outsourcing reduces costs associated with staffing and infrastructure

- **Security:** Insentra ensures 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 challenge 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 Centre for Internet Security (CIS) security hardening and benchmarking, we ensure the security and performance of your Azure platform and services.
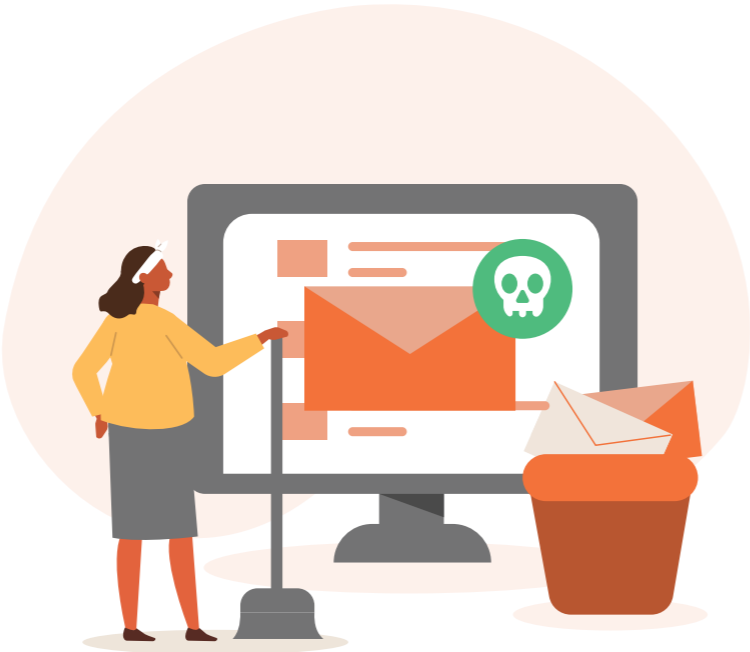
## WHY USE THE SERVICE?

• **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 long 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.

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