

## VB.NET Managed IT Services Overview

VB.NET's proposal for Managed IT Services will provide Your Company with consistent IT service management across managed systems based on ITIL methodology. Our vision for Managed IT Services is to deliver services that are simple, cost effective and appropriate.

### Patch Management

Patch management provides a method to distribute patches and security updates to support changes in the threat profile and security policies. This service tailors the patch to the appropriate environment for deployment, monitors the success and handles exceptions.

### Configuration Management

Configuration Management service includes design and implementation of system configurations. This service will manage the operating system configuration including initial server configuration, modification of configuration files, documentation of system configuration and control access to system configuration files.

### Malware Defence for End points

End point protection is a security service that defines, deploys and maintains security measures for workstations and servers. To our clients we offer implementation of various security measures, such as Anti-malware (including Anti-virus, Anti-spyware, protection against worms, Trojans, rootkits and other malicious and unwanted software), Host based firewall and Host based Intrusion Prevention System (IPS) and Hard Disk encryption.

The Malware Defence Management service prevents, detects and removes malware infections as well as provides responses to malware security incidents. The service provides malware incident management and aligns with World Security best practices and policies for Windows/Intel platforms, as well as other platforms as customized solutions.

### Data Loss Prevention

The proposed Data Loss Prevention service aims to prevent data loss via network ingress and egress links (protecting user mail and web traffic) and at the End Points to prevent data loss of company sensitive data leakage. VB.NET maintains a DLP solution according to our clients' requirements but can also develop and implement a new DLP solution based on your needs.



## Anti-malware and Anti-spam Management on Mail Servers and Mail Gateways

As part of this service VB.NET provides email content filtering device management, manages deployment of malicious code definition files and content updates onto the email server and gateway infrastructure. This service includes device health and availability monitoring.

## email and Collaboration Service

email and Collaboration Service aims to prevent data loss, productivity loss or communications loss as a result of failed email and Collaboration Service functionality.

VB.NET's email and Collaboration Services provides deployment, systems management and architecture planning for email and Collaboration Services systems to provide an environment that meets our clients' business communications needs.

email and Collaboration Services components may include Electronic mail messaging products (including but not limited to Lotus Domino, Microsoft Exchange including its Active Directory and many other types of e-mail systems).

The Email and collaboration service offers three unique services that address email. The service is designed such that a client can select all three services or only those that are needed.

Reduce Spam. It also allows clients to specify how intercepted spam should be handled.

Filter inappropriate content. The service can identify pornography entering and leaving your organization as well as other inappropriate content.

Eliminate Viruses. The service is designed to identify new viruses, and implement measures to protect against exposure.

## Managed Firewall

The VB.NET Managed Firewall service maintains our client's firewalls protecting their networks from internal and external threats. Managed Firewall Services provides organizations with 24/7/365 monitoring and support of network firewalls across a variety of industry leading platforms and technologies. As part of this service VB.NET manages firewall policy, performs firewall device management, performs device troubleshooting and outage notification.



## Identity and Access Management

The VB.NET's IdM Managed Service maintains consistent Identity and Access Management across client's infrastructure points and enables efficient and secure IdM management. User provisioning and de-provisioning requests are actioned by our technical staff within a predefined service level agreement.

## Managed Proxy or Gateway

In today's business environment, employees have access to a limitless amount of information on the Internet. With such broad access comes the possibility of lower productivity, potential threats from malicious sites, and sites that host inappropriate content for the workplace. The Managed Proxy and Gateway is a service that restricts employee access to inappropriate/unacceptable Web sites by intercepting the Browser URL request and comparing it to a predefined content list. As part of this service VB.NET manages proxy or gateway policy, performs proxy/gateway device management, monitors proxy/gateway health and availability, and performs outage notification and device troubleshooting.

## Managed VPN

The VB.NET managed user and site-to-site VPN service maintains our client's VPN infrastructure. VB.NET performs VPN policy management, VPN device management, VPN device health and availability monitoring, outage notification and device troubleshooting.

## Backup and Restore Management

The intent of this service component is to anticipate and minimize the impact of systems resource failure through the development of predefined, documented procedures and software/hardware restore capabilities. As part of this service VB.NET performs backup policy management, manages backup tasks and restore procedures, performs backup server management, performs backup server health and availability monitoring, outage notification and backup server monitoring.

## Application and System Event Management

VB.NET Managed IT Services for Application and System event is designed to help provide a comprehensive solution for archival and analysis of application and system events and issues. As part of this service VB.NET provides event collection, event issue analysis and problem escalation, and log archival.



## Security Event and Issue Management

VB.NET Managed IT Services for Security Event and Issue is designed to help provide a secure comprehensive solution for archival and expert analysis of security events and issues. As part of this service VB.NET provides event collection, security event and issue analysis and querying, and security event and log archival. If required, predefined set of security events are escalated to the customer's point of contact for further analysis and action.

## Managed IPS

Managed Intrusion Detection and Prevention Service provides organizations with 24/7/365 monitoring and support of network intrusion detection and prevention devices across a variety of industry leading platforms and technologies. With this service, security is applied broadly across entire segments of the network, utilizing a variety of intelligent systems in conjunction with the expertise of our security analysis teams.

## Vulnerability Management Service

As the pressures of regulatory compliance continue to push organizations toward more established and accountable security measures, the importance of implementing a best practices methodology for addressing vulnerabilities is becoming increasingly apparent.

By combining internal and external managed scanning services with practiced workflow and case management capabilities, organizations can receive comprehensive visibility into each area of potential exposure within a distributed network environment.

VB.NET Vulnerability Management Service has been designed to provide our customers with a solution that focuses not just on vulnerability discovery, but also prioritization, remediation, dynamic protection, verification, and customizable reporting. It has been designed to be flexible based on the varying needs of different sized organizations – both large and small.

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