FlexCare Flash

A Customer-first approach

FlexCare

A Managed Services plan that's built around your needs
- Build-your-own, menu-driven
- No long-term contract
- Change over time as your needs change
- Choose a budgeted support amount or unlimited

FlexCare Menu

NCI Pro (patch management/asset inventory)	**Breach Detection**	**Managed Network**
Hosted Anti-Virus	**Security Awareness Training & Testing**	**VCIO Services**
Email Filtering	**Managed Backups**	**Hosted Multifactor Authentication**
Web Filtering	**Vulnerability Scanning**	**VMWare Care**
	Structured On-Site Visits	

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NCI Pro

- Powered by ConnectWise Automate
- Licensed per device
- Windows patching across your workstation and server fleet
- Third-party utility patching (Adobe Reader, Chrome, Java, etc.)
- Inventory tracking
- Scripting / Software deployment available as add-ons

VMware Care

Ensures you stay on current (or near current) version to improve security and functionality

- Bi-annual scheduled updates and upgrades distilled into a monthly charge (afterhours included).

- Tiered pricing
  - Single Host – up to 8 VMs $499/month
  - 2 Hosts – up to 16 VMs $699/month
  - 3 Hosts – up to 40 VMs $999/month

New Addition
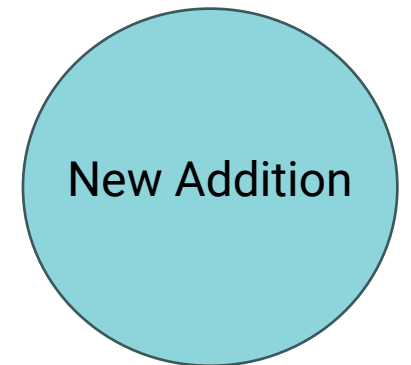
Managed Network

- Update your network devices on a customizable cadence
- Ensure you stay on current (or near current) firmware versions to improve security and reliability
- Improved device uptime/stability
- Streamlines manufacturer support when needed
- Available Auvik network monitoring tool for backing up configurations and up/down status

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Breach Detection

FlexCare Breach Detection adds another layer of security to a customer's environment by providing software on workstations and servers that looks for indicators of compromise. Should an indicator of compromise be flagged, an actionable plan for remediation can be provided. This additional layer helps to protect customers from potential downtime, costly cleanup, or damage to their reputation.

- ## What is included?
  - Breach Detection software licenses for workstations and servers
  - Monitoring of alerts M-F 8-5 (excluding holidays)
  - Remediation plan should an indicator of compromise be flagged
  - Updates to new versions of the Breach Detection software
- ## What is not included?
  - Time incurred to resolved any identified remediation

Email Filtering

- Enterprise quality email filtering to trap junk and potentially malicious mail traffic

- Appropriate for private email servers as well as O365 Exchange Online

Managed Backups

Backup and data recovery is critical for all sizes of businesses and organizations. When a compelling data event occurs, you must rely on accurate, usable backups to recover your data.

The following backup services are supported under the FlexCare Managed Backups:

- Datto & Datto Cloud Continuity
- Veeam Backup

Managed Backups

What *is* Included?

- Monitoring successful, failed and warning alerts, M-F 8-5 (excluding holidays)

- Backup software patching and software version updates

- Integrity scanning to make sure files aren't encrypted (Veeam only)

- Monthly Backup testing (restore 1 file on up to 10 VMs, review job history, review available space and review retention schedule)

What's *not* Included?

- Hardware

- Software Licenses

- Fees for cloud backup