Managed IT Services

Flexible and smart IT service bundles to address your evolving business needs.

XEROX® MANAGED IT SERVICES PRO
XEROX® MANAGED IT SERVICES PREMIUM
XEROX® MANAGED IT SERVICES PREMIUM PLUS
Would you like an IT strategy that is more effective, secure, and cost predictable without the hassle?

Our Managed IT Services smart bundles manage, maintain, and support your entire IT infrastructure. We keep your business up and running at the optimum performance while saving you time and money.

From the data center to the desktop, we meet all your day-to-day IT challenges while leveraging specialized experts.

Our team customizes a strategy that drives down costs while improving the consistency and quality of your IT experience.

Benefits include:

- Reduce operational costs
- Clear visibility of your current technology
- Improve reliability and security
- A predictable cost model for a fully supported IT environment
- Access to a wide range of specialized engineers
- Proactive IT Support that prevents downtime
- Dedicated Virtual CIO to help you plan for the future
# Managed IT Services

Your 24/7 IT Partner

Learn more about the opportunities of Xerox Managed Services at xerox.com/it-services

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## HELPDESK SUPPORT

- Workstation Maintenance (Patching, AV) ✔ ✔ ✔
- End Point Support ✔ ✔ ✔
- Business Hour Helpdesk Support (8am-5pm M-F) ✔ ✔ ✔
- 24x7x365 Helpdesk Support ✔ ✔

## DEDICATED VIRTUAL CIO

- Quarterly Business Reviews ✔ ✔ ✔
- IT Strategy and Budget Planning ✔ ✔ ✔

## DEDICATED NETWORK ADMIN

- Develop and Maintain Technical Documentation ✔ ✔ ✔
- Identify Trends and Technical Risks ✔ ✔ ✔

## REMOTE MONITORING & MANAGEMENT

- Infrastructure Support (e.g., Servers, Network, Firewall) ✔ ✔ ✔
- Vendor Management (e.g., Line of Business Applications, ISP, Voice) ✔ ✔ ✔
- 24x7x365 Proactive Monitoring and Business Hour Issue Resolution ✔ ✔ ✔
- 24x7x365 Incident Resolution ✔ ✔ ✔
- Microsoft Operating System Patching ✔ ✔ ✔
- Windows Antivirus Management ✔ ✔ ✔
- Email Security (Antivirus/Anti-spam/Filtering/Threat Detection) ✔ ✔ ✔
- Complete Email Protection (Email Security Plus Cloud Archiving and Backup) Optional ✔
- Total Email Protection (Complete Plus AI, Heuristics and Phishing Training) Optional Optional ✔
- Network Device Patching ✔ ✔
- Asset Management ✔ ✔
- 3rd Party Application Patching ✔ ✔
- Web Filtering ✔ ✔
- End User Security Awareness Training ✔ ✔
- Follow Me Filtering (DNS Based)* ✔
- Trusted Devices and Device Location* ✔
- Multi-Factor Authentication* ✔
- Single Sign-On ✔

## BACKUP AND RECOVERY

- Monitor and Manage Supported Backup Solutions ✔ ✔ ✔
- On-Site Backups (Local Backups) ✔ ✔ ✔
- Off-Site Backups (Cloud Replicated Backups) ✔ ✔ ✔
- File and Folder Restores ✔ ✔ ✔
- Monthly Test Restores ✔ ✔
- Off-Site Data Replication ✔ ✔ ✔
- Data Recovery Support ✔ ✔ ✔

*Professional Services Required for Custom Configuration