

Xerox® Managed IT Services

You take care of your business, we'll take care of your IT.



Would you like an IT Infrastructure that is secure, optimized, cost effective, and enables you to spend more time focusing on your core business?

Today, many organizations are faced with the challenge of running their core business and trying to maintain a cost-effective and optimized IT infrastructure. With the rapidly changing IT landscape and the continual emergence of advanced technologies, it can be difficult to stay ahead of the IT curve and keep your business running, at the same time.

Our Managed IT Services team can manage, maintain, and support your entire IT infrastructure. We keep your business up and running at optimum performance levels while helping you save time and money. From the data center to the desktop, we meet all your day-to-day IT challenges by leveraging our specialized team of experts. Our team customizes a strategy that drives down costs while improving the consistency, security, and quality of your IT experience. Here are the benefits of working with us:

- Predictable and reduced operational costs with a fixed monthly fee to cover your unique needs
- Proactive IT support that improves reliability and security
- Clear visibility of your current technology with support from a virtual CIO to help you plan and implement your future strategy
- National US-based help desk
- Access to a wide range of specialized engineers

NATIONAL HELP DESK (US-BASED)

Our US-based help desk is comprised of highly skilled engineers who focus on providing timely and high-quality solutions for your issues. You can also get customized access to our support depending on your needs – we can provide round-the-clock assistance or just help out during your business hours. Choose what works for you. Specific services include:

- Support for your endpoints
- Dispatch maintenance (Patching, AV) to your workstations
- Resolution of service tickets
- Triage and escalation
- Moves, adds, and changes

DEDICATED NETWORK ADMIN

The dedicated Network Admin assigned to your account is responsible for managing and updating your IT network to keep it running

smoothly. Our Network Admins are highly competent and can easily recognize areas that need improvement. They are knowledgeable on all the latest updates in software and will ensure that your business's network always remains updated. Services include:

- Develop and maintain documentation of the client network, including topology and IT assets
- Implement technology standards for efficiency, security, and compliance
- Conduct on-site visits for proactive and preventative maintenance

MANAGED DATA PROTECTION

Our data protection solutions enable you to protect your critical data assets, whether they are on premises or in the cloud. Our team of highly-qualified engineers work with you to establish the ideal level of security for your organization. Services include:

- Backup support (local and cloud)
- Restores (file and folder as well as monthly restores)
- Data recovery support
- Failover support

DEDICATED VIRTUAL CIO (vCIO)

As part of our Managed Services offering, a dedicated Virtual CIO is assigned to your account. The Virtual CIO is a trusted advisor who will meet with you regularly to ensure that your technology is aligned with your organization's goals.

Services include:

- Development and support of IT strategy and budget planning quarterly business reviews to plan technology and provide short-term/long-term IT budget plans
- Ongoing guidance to better identify and understand business risks

REMOTE MONITORING AND MANAGEMENT

Our team provides remote monitoring and management to proactively monitor your endpoints, networks, and computers. You can choose the level of support that is right for your organization. Services include:

- Infrastructure support (firewall, network, servers)
- Vendor management (line of business applications, voice, ISP)
- Windows antivirus
- Microsoft Office patching
- Email security (AV/spam/filtering/threat detection)

We have fine-tuned our offerings over 35 years, bringing together the best engineering staff and processes to provide top-quality IT support.

Xerox® Managed IT Services

Your 24/7 IT Partner



	MANAGED WORKSTATION	MANAGED NETWORK & SERVER	MANAGED IT
HELPDESK SUPPORT			
Workstation Maintenance (Patching, AV)	✓		✓
Endpoint Support	✓		✓
Business Hour Helpdesk Support (8 am–5 pm, M-F)	✓	✓	✓
24x7x365 Helpdesk Support	Optional	Optional	Optional



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	Optional	Optional	Optional
24x7x365 Incident Resolution	Optional	Optional	Optional
Microsoft Operating System Patching	✓	✓	✓
Windows Antivirus Management	✓	✓	✓
Email Security (Antivirus/Anti-spam/Filtering/Threat Detection)	Optional	Optional	Optional
Complete Email Protection (Email Security Plus Cloud Archiving and Backup)	Optional	Optional	Optional
Total Email Protection (Complete Plus AI, Heuristics, and Phishing Training)	Optional	Optional	Optional
Third-Party Application Patching	Optional	Optional	Optional
Web Filtering	Optional	Optional	Optional
End-User Security Awareness Training	Optional	Optional	Optional
Follow Me Filtering (DNS-based)*	Optional	Optional	Optional
Trusted Devices and Device Location*	Optional	Optional	Optional
Multi-Factor Authentication*	Optional	Optional	Optional
Single Sign-On*	Optional	Optional	Optional



	MANAGED BACKUP	MANAGED BACKUP & CONTINUITY
MANAGED DATA PROTECTION		
Monitor and Manage Supported Backup Solutions	✓	✓
On-Site Backups (Local Backups)	✓	✓
Off-Site Backups (Cloud-replicated Backups)	✓	✓
File and Folder Restores	✓	✓
Monthly Test Restores	✓	✓
Data Recovery Support	✓	✓
Local Failover		✓
Cloud Failover		✓

*Professional services required for custom configuration

Learn more about the opportunities of Xerox® Managed IT Services at [xerox.com/it-services](https://www.xerox.com/it-services).

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