

# Managed IT Services

Flexible smart IT bundles to address your evolving business needs.



XEROX® MANAGED IT SERVICES PRO  
XEROX® MANAGED IT SERVICES PREMIUM  
XEROX® MANAGED IT SERVICES PREMIUM PLUS

**xerox**™

# Would you like an IT strategy that is more effective, more secure and cost predictable without the hassle?

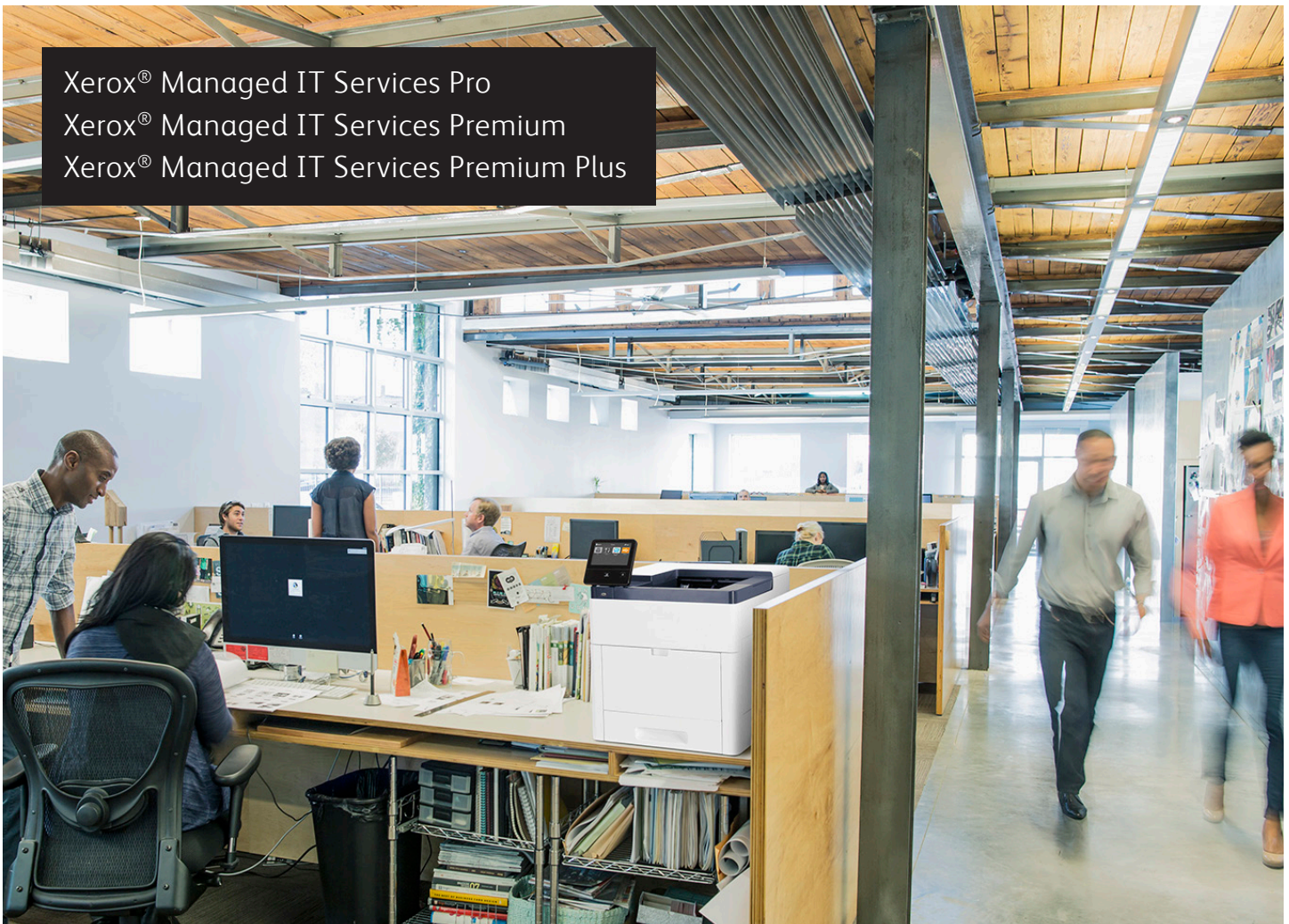
Our Managed IT Services smart bundles manage, maintain and support your entire IT infrastructure. We keep your business up and running at optimum performance while saving you time and money.

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 will drive down costs while improving the consistency and quality of your IT experience.

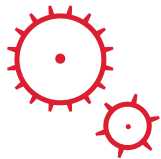
## Benefits include:

- Reduce operational costs
- Clear visibility of your current technology
- Improve reliability & 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



	PRO	PREMIUM	PREMIUM PLUS
<b>HELPDESK SUPPORT</b>			
Workstation Maintenance (Patching, AV)	✓	✓	✓
End Point Support	✓	✓	✓
Business Hour Helpdesk Support (7am - 6pm M-F)	✓	✓	✓
24x7x365 Helpdesk Support			✓
<b>REMOTE MONITORING &amp; MANAGEMENT</b>			
Infrastructure Support (Servers, Network, Firewall)	✓	✓	✓
Vendor Management (Line of Business Applications, ISP, Voice, etc...)	✓	✓	✓
Develop and Maintains Technical Documentation	✓	✓	✓
24x7x365 Proactive Monitoring and Business Hour Issue Resolution	✓	✓	✓
24x7x365 Incident Resolution			✓
Dedicated vCIO	✓	✓	✓
Quarterly Business Reviews	✓	✓	✓
IT Strategy and Budget Planning	✓	✓	✓
Dedicated Network Administrator	✓	✓	✓
Identify Trends and Technical Risks	✓	✓	✓
Onsite Technical Support (Business Hours)			✓
Microsoft Operating System Patching	✓	✓	✓
Windows Anti-Virus Management	✓	✓	✓
Email Security AV/Spam/Filtering/Threat Detection	✓	✓	✓
Complete Email Protection (Email Security Plus Cloud Archiving and Backup)	Optional	✓	✓
Total Email Protection (Complete Plus AI, Heuristics, Phishing Training)	Optional	Optional	✓
Network Device Patching (per Xerox® IT Services patching policy)		✓	✓
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*			✓
<b>BACKUP, RECOVER, AND DISASTER RECOVERY</b>			
Monitor and Manage Supported Backup Solutions	✓	✓	✓
Onsite Backups (Local Backups)	✓	✓	✓
Offsite Backups (Cloud Replicated Backups)	✓	✓	✓
File and Folder Restores	✓	✓	✓
Monthly Test Restores		✓	✓
Offsite Standard Disaster Recovery		Optional	✓
Catastrophic Data Restoration		Optional	✓
<b>MANAGED BREACH DETECTION (SECURITY OPERATIONS CENTER)</b>			
Intrusion Detection/Prevention Services		Optional	Optional
Breach Detection		Optional	Optional
Threat Intelligence		Optional	Optional
Vulnerability Management		Optional	Optional
SIEM Monitoring and Log Management		Optional	Optional
Professional Services Required for customer 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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