



# MANAGED SERVICES



Founded in Vancouver BC in 2004, X10 technologies a thought leader in enterprise systems and solutions supporting customers through their digital transformation and cyber resilience journey. X10 Technologies' expertise is on Advanced Network and Security Systems, providing End to End solutions in Network Infrastructure, Network Security, and Application Delivery. Using our superior technical knowledge, extensive industry experience, and partnerships with leading and emerging technology vendors, we build and enhance customer networks so they perform at optimum levels, meet business needs, and deliver the best return on investment.



## Managed Services; Day to Day Inclusion

- ✓ Full service IT support for all supported devices
- ✓ Support for break/fix on hardware with manufacturer support contract
- ✓ Remote and on-site support for configuration and installation of new and existing equipment
- ✓ Back-up, restore and quarterly business continuity testing
- ✓ Full service security and network management and remediation for firewall devices, network switches, WAN routers, Internet content filtering, intrusion prevention, wireless security management and asset management
- ✓ Deployment and management of our anti-virus agent for services and desktop included software as part of managed services
- ✓ Assistance with hardware and software POCs for new system acquisitions
- ✓ 24 x 7 and 8 x 5 phone and on-site support Infrastructure and system planning with business leaders and statement of work for potential projects
- ✓ Quarterly back-up, restore and business continuity testing for clients with cloud back-up and business continuity services
- ✓ Deployment and management of our agent for remote control, alerting, reporting and patch management included as part of your managed services contract
- ✓ Support and remediation for all data center systems under the support contract

### 24x7 Monitoring, Alerting and Reporting

Proactive monitoring and support of the Network Switches, Servers, Firewall, Back-up System

Proactive and quarterly report on holistic view of hardware and software asset along with support cases

Quarterly business review and executive report on IT environment

### Asset Management

Management of all supported hardware ensuring optimum performance

Tracking of warranty status, patches and remediate potential issues before it happens

Providing reactive and proactive repair and upgrade on supported devices

### Security Assurance

Bird's-eye view of your entire environment

Our cloud based security continuously monitor and alert potential issues; prevent majority of virus, worm, malware, network intrusion, ransomware, etc.

Automated and scheduled patch inventory; ensuring operating systems are up to date and have the stable fixes to reduce potential downtime

### Operations and Business Review

Assisting with strategy and technology planning every quarter at a minimum cost

Reviewing current IT environment and ensuring managed services is aligned with your organization and business strategy

Bi-weekly or monthly review of support tickets; dealing with escalations and reviews

### Backup Services

Support for all server devices

Restoration from a single file; Microsoft SQL,

Exchange Database, Individual mail messages or with a virtual machine

Leveraging X10 Technologies' Cloud for Virtual Disaster, Recovery feature on our local and private cloud



INNOVATIVE SOLUTIONS  
AROUND THE GLOBE

## Contact Us

Canada: +1-866-442-0565

Asia: +632 8231 2210

Email: [info@x10technologies.com](mailto:info@x10technologies.com)

