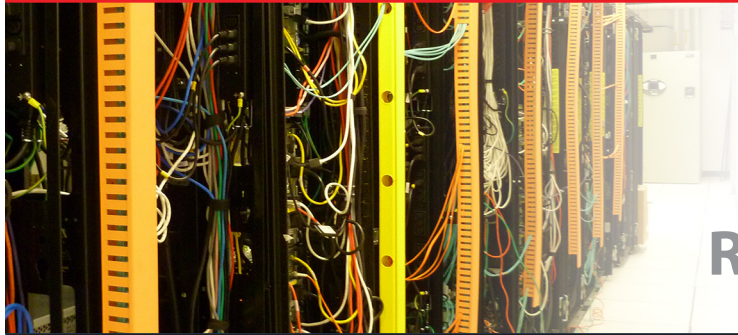


# I.T. Services



## PENTELEDATA I.T. SERVICES REMOTE PROACTIVE MANAGEMENT

*"I.T. can get complicated, but our Pros  
make it easy...for YOU."*

**Jaime Mendes**  
V.P. of Operations, PenTeleData

**Remote Proactive Management (RPM) from PenTeleData's I.T. Services is for any customer wishing to remain hands-off yet have peace of mind with their I.T. infrastructure.**

RPM options provide a host of services with subscription levels that make sense for any budget. This proactive approach allows the customer to take a step back and release the stress and worry of their I.T. infrastructure on to us. Service options range from simple antivirus to fully managed servers or network infrastructure.

PenTeleData I.T. Services can remotely install the required software on your network to manage your entire I.T. infrastructure. Once the software is installed, we have tools to effectively support remote access tools, monitoring of system health, managed antivirus, and patch management. RPM service is focused on providing remote management and support, so most things can be handled without us having to dispatch a technician on-site. But, should the need arise, we can dispatch to the customer location with added knowledge and tools to make the service request more efficient.

RPM is a must-have product for ensuring the security of confidential and private online data, especially for businesses with work-from-home and other remote work options. RPM subscription may be applied to any device, such as: Servers, workstations, laptops, routers, switches, and access points. Outdated firmware on network devices, outdated operating systems, and unpatched third-party applications such as Adobe and Java are entry points for attackers. Since most hackers take advantage of known exploits in code, having RPM services will help to ensure those exploits are taken care of before it's too late.

### **Why choose PenTeleData Remote Proactive Management?**

- > Support of our experienced and industry trained I.T. Services Team
- > Personalized solutions so you only pay for what you need
- > RPM services allow our customers to place the worry of IT on us
- > Super low cost makes managing I.T. infrastructure extremely affordable
- > No long-term contracts, month-to-month service is flexible as business grows or if there is a need to scale back

### **MANAGED SERVICES PRODUCTS/RPM (REMOTE PROACTIVE MANAGEMENT) OPTIONS**

**RPM 3000 Monitored** - Unmanaged, support for product install/function only, all other support (remote and on-site) billable.

- Automated endpoint monitoring and reporting
- End Customer Read-Only console access
- Antivirus (for PC's)
- Endpoint Detection and Response available
- Ability to offer remote support to end user

**RPM 5000 Quarterly Proactive** - Quarterly patch management, support for product install/function only, all remote support included, all other on-site support billable.

- Automated endpoint monitoring & reporting
- End Customer Read-Only console access
- Antivirus (for PC's)
- Endpoint Detection and Response available
- Ability to offer remote support to end user
- Monthly patch management (Windows updates, Adobe, Java)
- Expedited support over non-subscribers

*(Continued on page 2)*



#### **Contact Us:**

1451 Mauch Chunk Road  
Palmerton PA 18071  
800-331-5060  
[www.penteledata.net/IT](http://www.penteledata.net/IT)

# I.T. Services

## REMOTE PROACTIVE MANAGEMENT

**RPM 7000 Monthly Proactive** - Monthly patch management, support for product install/function plus full remote remediation of managed services, all other or on-site support billable.

- Automated endpoint monitoring & reporting
- End Customer Read-Only console access
- Antivirus (for PC's) with full remediation support
- Endpoint Detection and Response available
- Ability to offer remote support to end user
- Monthly patch management (Windows updates, Adobe, Java) with full remediation support
- Risk Intelligence scanning (searching for PII, PHI)
- Expedited support over non-subscribers

**RPM 9000 Monthly Proactive Services with Hardware Replacement** - Monthly patch management, support for product install/function plus full remote remediation of managed services, FULL hardware replacement, all other or on-site support billable.

- Automated endpoint monitoring & reporting
- End Customer Read-Only console access
- Monthly firmware updating with full remediation support
- Full hardware replacement included
- Expedited support over non-subscribers

### A LA CARTE OPTIONS – UNMANAGED, SUPPORT FOR PRODUCT INSTALL/FUNCTION ONLY.

- Anti-virus
- Endpoint Detection & Response (next level AV with Artificial Intelligence)
- Remote Access (think Teamviewer or GoToMyPC)
- Patch Management (installing firmware updates, patches, Windows updates)
- Risk Intelligence (automated scanning looking for security risks such as PII or HIPAA data)

### BACKUP SERVICE OPTIONS – UNMANAGED SUPPORT FOR PRODUCT INSTALL/FUNCTION ONLY.

- Documents Only
- O365 Backup
- Workstations
- Virtual Servers (VM's)
- Physical Server

#### **I.T. Services Contact Information:**

Normal Business Hours: 8am - 5pm M-F  
800-331-5060 | itservices@corp.ptd.net

After hours:

Contact PenTeleData NCC at 800-281-3564 option 2 (requires work authorization)



# [www.penteledata.net/IT](http://www.penteledata.net/IT)