

IRONORBIT 2022

SMART Managed Services

The **Next Evolution** in Smart Solutions that Drive Business-Critical Strategy for Operational Efficiency and Innovation



SMART
Managed Services

IronOrbit

ICT Services
& Support

IOCentral

ICT Management Made Simple.

Full-Service
Client Portal

Proprietary & Confidential

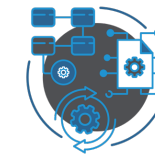
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SMART Managed Services

IronOrbit's Next-Generation, AI-enabled RMM solution identifies and proactively addresses anomalies.

IO SMS goes beyond standard features of hardware monitoring & patch management. Innovative, AI-driven tools are designed to ensure end-user efficiency, robust security, IT automation, and proactive machine learning.

SMART Managed Services		
AVAILABLE FEATURES	WORKSTATION	SERVER
IOC User Access	✓	✓
IOC Endpoint Agent License	✓	✓
Active Directory Integration	✓	✓
Event Log Manager (30 Days)	✓	✓
Update Management	✓	✓
Live NOC Notifications	✓	✓
Hardware Health Monitoring & Alerting	✓	✓
CrowdStrike Falcon Complete Detection and Response (MDR)	✓	✓
Software Inventory Management	✓	✓
Asset Management	✓	✓
3rd Party Application Update	✓	✓
System Optimization Package (Drive Utilization, Fragmentation, Temp File Clean Up)	✓	✓
Hard Drive Encryption	✓	✓
Event Log Manager (120 Days)	✓	
Per User Content Filtering	✓	
Availability Monitoring		✓
Backup Monitoring*		✓
Event Log Manager (1 Year)		✓
3rd Party Application Monitoring & Update		✓



Complete Integration

Fully integrated solution to guarantee operational and business efficiency.



Full Network Visibility

Network topology maps to discover & identify all devices with a visual layout to pinpoint issues quickly.



Proactive Remote Management & Monitoring

Automated monitoring & notification of issues to help mitigate risks before they become disruptive.



User-Based



Terminal-Based



Account-Based

What We DO

IronOrbit is a Global **Information & Communications Technology (ICT)** leader and provider of **Next-Generation Smart Managed Services with a Local and Personalized Touch.**

We innovate, develop, and produce comprehensive technology solutions for operational efficiency. We specialize in IT transformations, business-critical IT systems management, and supporting businesses to overcome IT challenges.

Our Approach

We focus on a customized and full-service approach to proactive, managed IT solutions. The onboarding and project management process ensures every client is supported, informed, and in full control – every step of the way.



SMART Managed Services

IronOrbit's SMS is built on intuitive and predictive real-time dynamic analysis to optimize endpoint performance & security for an enhanced end-user experience.



Virtual CIO



IOCentral RMM



Pro-active Support



Azure Consulting



Mobile Device Management



Office 365 Hardening



Professional & Security Services



Email Security



CrowdStrike MDR



Azure Management



Vendor Management



Asset Management



24/7 Live Helpdesk

IronOrbit augments your team with 300+ years of combined expertise, focused on helping where it matters the most – security, business continuity, and operational efficiency.

We Support **YOU**

IronOrbit's **HELPDESK** Support Services

IronOrbit offers a range of support plans with dedicated teams of professionals with the expertise and experience to keep your processes and technology running smoothly.

People-centric IT support is necessary for businesses to stay productive, deliver optimal customer experiences, and grow organizations.

IronOrbit provides reliable helpdesk support services that keep your IT systems operational and on track.

DESCRIPTION	ESSENTIAL	PREMIUM	ENTERPRISE*
Office Productivity Application Support	✓	✓	✓
Desktop Customization	✓	✓	✓
Standard Application Installation	✓	✓	✓
Standard Helpdesk Support (Pooled - Business Hours)	✓	✓	✓
Standard Resolution SLAs	✓	✓	✓
Advanced Application Support		✓	✓
Advanced Application Installation		✓	✓
Advanced Helpdesk Support (Unlimited - Business Hours)		✓	✓
Technical Account Manager Support		✓	✓
Quarterly Reports and Reviews		✓	✓
Premier Resolution SLAs		✓	✓
Unlimited Technical Support (24/7)			✓
Dedicated Support Team			✓
IT Vendor & 3rd Party Application Support			✓
Dedicated Technical Account Manager			✓
Monthly Reports & Reviews			✓
Advanced Resolution SLAs			✓

100 ICT Support Specialists

24/7/365 Proactive US-based Support

100K+ Supported Users

98% Customer Satisfaction

Our Greatest **ASSET**



58



Certified Team Members

x42 MCSA
x18 MCSE
x54 MCITP



14



Certified Team Members

x5 CCENT x10 CCNP
x14 CCNA x4 CCIE



62



Certified Team Members

x62 Foundations



64



Certified Team Members

x48 A+ x1 Linux+
x20 Network+ x12 Project+
x6 Server+ x14 Security+



12



Certified Team Members

x3 Eng
x9 ET80 Eng



18



Certified Team Members

x14 VCP6-CMA
x4 VSP 5.5



15



Certified Team Members

x15 PCNSE



16



Certified Team Members

x16 Cert Eng



16



Certified Team Members

x16 Cert



OVER
360
Total
Certifications

OVER
300
Combined Years
of Knowledge

ICT Management **PORTAL**

IOCentral delivers live views of your IT system performance and enables visibility of end-user computing & resource consumption.

- ✓ **Online Ticket Management:**
Create, update, and manage technical support requests 24/7/365. Our operations team is available via phone, chat, and video conferencing.
- ✓ **User Management:**
Add, remove, or edit user accounts and permissions quickly & securely through role-based access controls.
- ✓ **Asset Tracking & Management:**
Manage internal inventory including location, status, maintenance schedule, and other important information about your organization's physical assets.



IOCentral

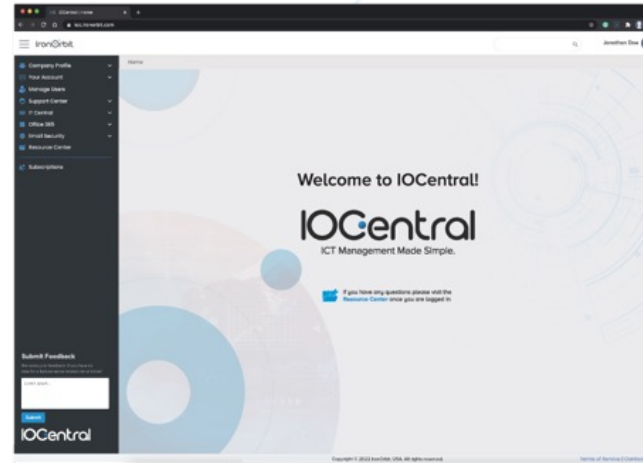
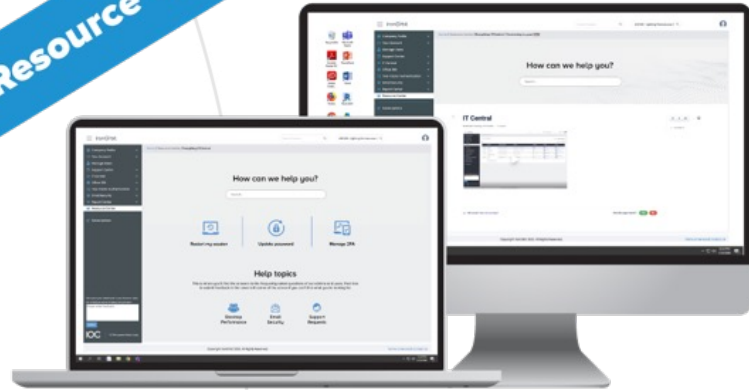
ICT Management Made Simple.





- ✓ **On-Demand Cloud Provisioning:**
Create, upgrade, and scale up or down cloud assets and **INFINITY Workspaces** 24/7/365 from a single dashboard.
- ✓ **Single Sign-On Ready:**
Link your active directory to **IOCentral** for seamless access to the online platform.
- ✓ **Advanced Reporting:**
With Premium Support utilize extended monitoring, additional metrics, and insights, with extended reporting histories up to 365 days.




ICT Management **PORTAL**






Resource Center



-  **Company Profile**
-  **Office 365**
-  **Your Account**
-  **Support Center**

-  **Fully Integrated Control:**
Control user accounts, passwords, and permissions from one central location. Manage your local active directory network, IronOrbit cloud, Email Security, and Office 365.
-  **Endpoint Management:**
Manage assets and workstations by installing software, updates, or rebooting from anywhere in **IOCentral**.
-  **Security, Usage & Availability Alerting:**
Setup alerting and triggers to help ensure that your systems accounts are secure and available 24/7/365.

-  **Complete It Automation:**
Automation functions enable the management of systems, security updates, and maintenance. You'll have performance monitoring, utilization, availability, and security updates.
-  **Order Management**
IOCentral provides visibility to monthly charges, closed & pending orders, invoices, and service credits. Manage your IT expenditures on demand.
-  **Email Security:**
Control email security settings, thresholds, whitelists, and more from a centralized management dashboard.

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Thank **YOU** For Your Time.

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