

ITimpulse NOC

The content of the table below highlights the scope and SLA of our 24 by 7 NOC services.

Item	Description	First response	Resolution time	Server	Desktop
Event viewer alerts	Monitoring and remediation for all warning and errors in event viewer.	10 mins	24 hours	Yes	Yes
Other RMM alerts	Monitoring and remediation for all warning and errors generated by RMM.	10 mins	24 hours	Yes	Yes
Perf. Management	Root cause analysis and remediation for performance threshold breach reported by RMM	10 mins	24 hours	Yes	No
Backup Management	Root cause analysis and remediation for backup errors reported by RMM	-	-	-	-
• Resolve	We make sure backup issues are resolved before next scheduled backup.	30 mins	12 hours	Yes	Yes
• Restore	We will manage any backup restores	30 mins	24 hours	Yes	No
Anti-Virus					
• Update	We manage Update of AV software	4 hours	24 hours	Yes	Yes
• Scan	We make sure regular scans run on devices	4 hours	24 hours	Yes	Yes
• Malware removal	We will remove any malware detected	30 mins	24 hours	Yes	Yes
Patch management					
• Approve	Approval of MS and 3rd party patches from RMM	24 hours	3 days	Yes	Yes
• Install / Uninstall	Manual install or removal of patches where RMM fails to install a patch	24 hours	24 hours	Yes	Yes
• Remediation	Resolution of any issues caused by installation of updates.	10 mins	24 hours	Yes	Yes
Anti-Spam					
• Removal requests	We will release emails from quarantine	4 hours	24 hours	Yes	Yes
• Policy management	We will add and remove policies in your Anti-spam console.	30 mins	24 hours	Yes	Yes

Custom Scripts	If you have configured custom scripts in your RMM, we will make sure they run flawlessly	10 mins	24 hours	Yes	Yes
Scheduled Task	We will resolve any problem that don't let your scheduled tasks complete successfully	4 hours	24 hours	Yes	Yes
After Hour Reboots	We will reboot any device after hours and make sure it is available after reboot	-	-	Yes	Yes
Software deployment	Installation or removal of any software from a managed device	4 hours	48 hours	Yes	Yes
RMM agent deployment	Installation, upgrade or removal of RMM agent for a managed device	4 hours	24 hours	Yes	Yes

We deliver all these Services right from your RMM and PSA.

Value Added Service

Free On-boarding	Included
24 by 7 Phone and Chat support	Included
Guaranteed Accurate Billing	Included
Dedicated Account Manager	Included
Biweekly review meeting	Included

To know more about how to get started with NOC services, our NOC onboarding process, how we integrate with your existing tools and deliver seamless NOC services schedule a web-demo with us.

Email demo@itimpulse.in to schedule a live demo.

For further inquiries and information please feel free to contact us at: US: +1 646-351-8634 **India:** +91 020-6500-2328 **Email:** sales@itimpulse.in **Website:** www.itimpulse.in **Direct mail:** ITimpulse, B112, Ganga Osian Square, Wakad, Pune – 411057