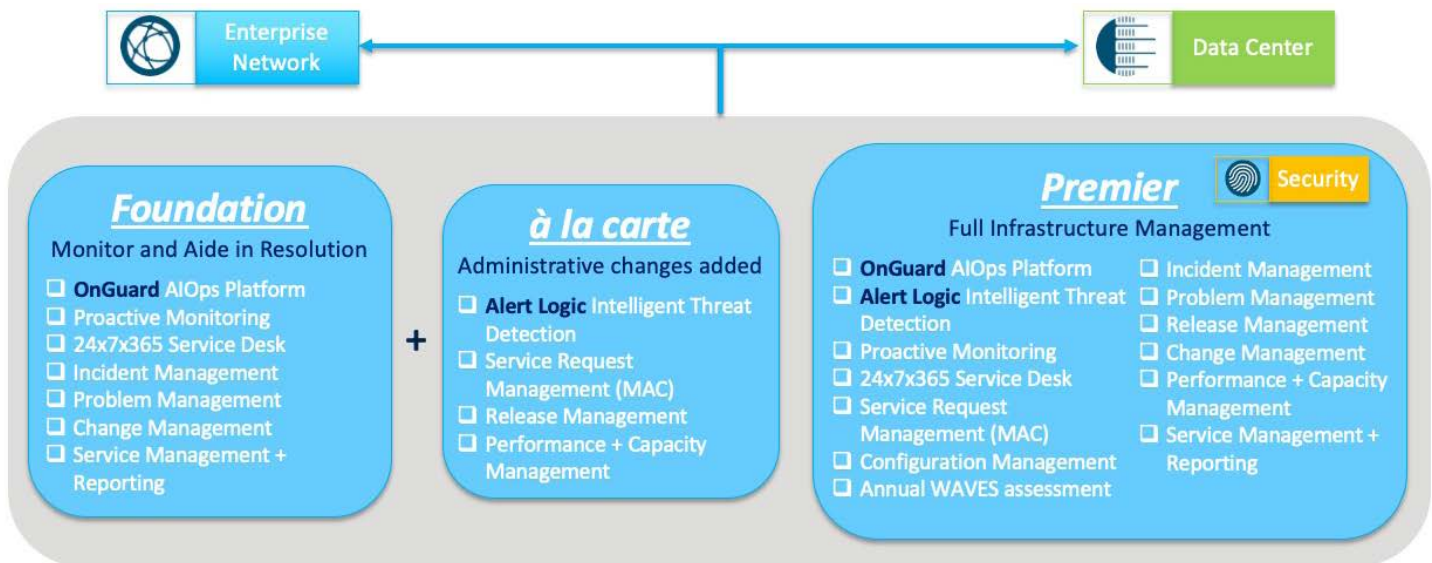




ConvergeOne Infrastructure Management Services (IMS)

ConvergeOne Infrastructure Management Services (IMS), available in **Foundation** and **Premier** offerings, allows you the flexibility to choose how to manage your infrastructure based on your managed service and support needs. Both **Foundation** and **Premier** offerings include a suite of ITIL-based best practices, delivered remotely by highly skilled service engineers from our three Customer Success Centers (CSCs). **Foundation** is designed to provide infrastructure monitoring and advisory services to your internal IT organization while **Premier** offers a full infrastructure management experience. These services can be applied to support either, or both, of your enterprise network or data center infrastructures.



Foundation Offering Service Descriptions

OnGuard is ConvergeOne's proprietary AIOps service delivery automation platform that provides automated incident management and resolution. AI Bots proactively identify potential issues and root causes and applies machine learning and analytics to identify actions that maximize uptime and performance. With OnGuard dashboards, you have visibility into your infrastructure, automation outcomes, and support services. OnGuard focuses on actionable information, not data for data sake.

Proactive Monitoring uses OnGuard and additional tools to monitor your infrastructure environment remotely, 24X7X365, performing event correlation and submitting alarms to our Customer Success Center (CSC). We use an automated ticketing system integrated with our monitoring systems. Through our portals, you have visibility to the state of your infrastructure, automated actions, and events identified in this workflow. All alarms are addressed through our incident management process.

Service Desk handles all service requests including those transferred from your end-user help desk, automated monitoring alarms and events, trouble tickets, etc. Service Desk engineers assess these, classify and route them to appropriate support groups. They manage ticket process from identification through closure, update status, and provide reporting.

Incident Management provides lifecycle management of incidents 24x7x365, including escalation management, to ensure service objectives are achieved. ConvergeOne engineers remotely isolate and troubleshoot incidents identified through proactive monitoring or customer notifications. ConvergeOne creates incident tickets, filters out false positives, prioritizes based on severity, investigates, diagnoses, assigns personnel to troubleshoot, and resolves the incident. There is an integrated Incident Management workflow with Alert Logic regarding any security incidents.

Problem Management establishes control of the lifecycle to prevent incidents, eliminates repeating incidents, and minimizes the impact of those that cannot be prevented. ConvergeOne performs a regular root-cause review and analysis of incidents and events identified through proactive monitoring to identify trends or chronic issues that may indicate an underlying problem with your environment. ConvergeOne documents known problems and workarounds as a result.

Performance and Capacity Monitoring of the infrastructure against agreed service requirements and capacity thresholds, to ensure the systems continue to meet your requirements. ConvergeOne will share specific action recommendations and initiate those actions on your behalf.

Change Management is the process of managing the review, approval, and scheduling of changes related to supported infrastructure products. Any activity with the potential to temporarily or permanently impact the availability, reliability, security or performance of supported infrastructure products is defined as a change. Changes are submitted through a Request for Change (RFC) by ConvergeOne or authorized client personnel. There is a designated Change Advisory Board that reviews and approves all Requests for Change (RFC). ConvergeOne coordinates scheduling, fulfillment, status, and reporting.

Service Management + Reporting regularly about the services provided as part of the offering. Reports will include ConvergeOne's performance of the relevant service against agreed service levels. Quarterly reports will summarize activity by service area, such as Incident Management, Service Request Fulfillment and Release Management.

Premier Offering Service Descriptions

The Premier offering includes all foundation level services plus the additional services described below.

Intelligent Threat Detection is a threat identification and advisory service provided with our partner, Alert Logic. This service includes an AI-based threat management platform, the latest threat intelligence and machine learning, and a dedicated team of security engineers in a SOC-as-a-Service model. When a vulnerability or threat is detected, Alert Logic will immediately inform you and advise your SOC team on containment and remediation to help resolve the security incident. They will simultaneously inform ConvergeOne Service Desk, so we can proactively evaluate any impact to the availability services provided. The security engineers work with your internal SOC team and ConvergeOne to ensure the threat is resolved.

Service Request Fulfillment (MAC) performs system administration (MAC- Move, Add, Change) support requested and approved by you. Service Requests are classified as 'Simple' or 'Complex', and each has separate turn-around time frames. Typical requests could be to add a VM or change, etc. If you request a service outside the scope of the Premier Offering, this will be classified as a Service Request Project, quoted with price, resource assignments and timeframe estimates.

Release Management handles all product updates. Updates to your environment are proactively monitored and ConvergeOne works with you on which updates are appropriate to apply. Upon your agreement, ConvergeOne submits a Request for Change, along with documentation, risks/benefits of the update, and customer requirements for implementation. Approved updates are scheduled, usually within maintenance windows. Emergency updates or patches are handled through a fast-track process to handle High and Critical updates, based on Common Vulnerability Scoring System (CVSS).

Configuration Management provides backup, maintenance, and restoration of configuration information about supported infrastructure products. This configuration information is stored in a centralized database that is accessible by the various teams involved in delivering the Manage Service. Typical configuration information includes manufacturer, model, software or firmware revision, software release information, relationship to other configuration items, and device level entitlements.

Governance creates a forum to discuss and address evolving business requirements, identify changes necessary to accommodate those requirements, and raise issues that require cooperation between the parties for quick resolution. The primary vehicle for this communication will be through the Seller's customer portal. When there are 250-500 devices under management a shared customer success manager is typically assigned. For over 500 devices under management, a dedicated customer success manager will be assigned. ConvergeOne will conduct regularly scheduled business review meetings as well as monthly quality assurance/cadence meetings during the first year.

Annual Infrastructure Assessment including your security environments utilizing our proven WAVES methodology. The ConvergeOne team will deliver a quantitative performance assessment along with a business report indicating problem areas with recommendations for improvement.

LEAVE THE DETAILS TO US

Let ConvergeOne help manage your risk and ensure availability of your infrastructure with a purpose-built service solution, delivered by highly skilled service engineers.

How do I get started? Learn how [ConvergeOne Infrastructure Management Services](#) can optimize and enhance your business. Contact your National Account Manager or ConvergeOne today.

convergeone.com/Infrastructure-Management

