HEX64

A COMPLETE SUITE OF IT SOLUTIONS

REMOTE INFRASTRUCTURE MANAGEMENT

Helping businesses remove the stress and strain of maintaining and improving cost-effective RIM Services.

Short Overview *Of Company*

1 **HEX64** InfoSolutions is a Managed **IT** Services provider company based in India with 6 years of experience in advanced **IT** solutions worldwide.

2 We offer a range of Remote Infrastructure Management services from planning and design of your **IT** infrastructure to its administration, monitoring, troubleshooting, and evolution.

Challenges to Manage IT

Reactive Approach

Organizations embrace the tradition approach for their IT management and they act in response once incident has occurred and this approach impacts the productivity and business processes.

Resource Availability

Ensuring resources availability & high uptime is hard to maintain for SMBs due to lack of proper monitoring structure and 24/7 service coverage during non-working hours.

Lack of security management

SMEs face the challenge of maintaining infrastructure security due to the lack of knowledge, technical continuity, and Budget constraints.

Lack of automation

Still some organizations manage their IT manually due to a lack of automation for repetitive daily IT tasks, resulting in a maximum chance of services or resources failure due to human error.

Lack of capable Infrastructure

Most organizations do not have the right infrastructure, tools, processes, and skilled personnel to manage their networks, which is critical to remain competitive in today's market.

Losing Focus

Most of the companies can't focus on their core business due to a hard time managing an in-house IT as well as maintaining the continual growth of their business.

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PROBLEM ENCOUNTER/HANDLING

1 **Proactive approach:**
We proactively monitor and support clients with one-click access to endpoints, mitigating risk and anticipating issues before they occur.

2 **Skilled engineers:**
We have a team of skilled & certified engineers working on a wide array of technologies and platforms.

3 **Up-to-date Security:**
Our IT professionals efficiently remediate vulnerabilities and patch systems to ensure the up-to-date security by using the tools.

4 **Automation :**
Our IT professionals efficiently remediate vulnerabilities and patch systems to ensure the up-to-date security by using the tools.

5 **Advanced tools :**
We use advanced RMM & PSA tools for remote monitoring & management and ticketing to deliver the best in class RIM services.

6 **Round the clock services:**
Our support team works proactively 24/7 to ensure smooth IT operations and lessen your maximum effort in managing the IT infrastructure to focus on your business goals.

OUR RIM SERVICES

We are based in Noida and our RMM servers are in different AWS regions to monitor & manage the devices effectively.

We have a multi-level group of engineers working on various technologies to monitor and manage the infrastructure in a cost-effective way.

HEX64 covers complete stack of technology operations for RIM – *covering workstations, servers, storage, networking, cloud, Anti-Virus, database and enterprise applications.* While delivering RIM services, we focus on Automation.

✓ Server Management

✓ Application Management

✓ Storage Management

✓ Network Management

✓ Security Management

✓ Virtualization Management

✓ Cloud Management

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HEX64 RIM Services Will Help You In Following

- ✓ Day-to-day desktop and user support

- ✓ Keeping workstations, servers, applications, databases, networks up and running.

- ✓ Take care of backup, security, process improvement

- ✓ Project Manager to coordinate the management of SLAs, reporting, identification of improvement areas, management of IT and business alignment

- ✓ Tools (software) to automate and streamline IT infrastructure and service management

- ✓ Knowledge management to ensure learning is captured and maintained so that future time to resolve issues is minimized.

RIM TOOLS

As every infrastructure is unique so we have an array of MSP versions of RMM tools, hosted on the AWS cloud.
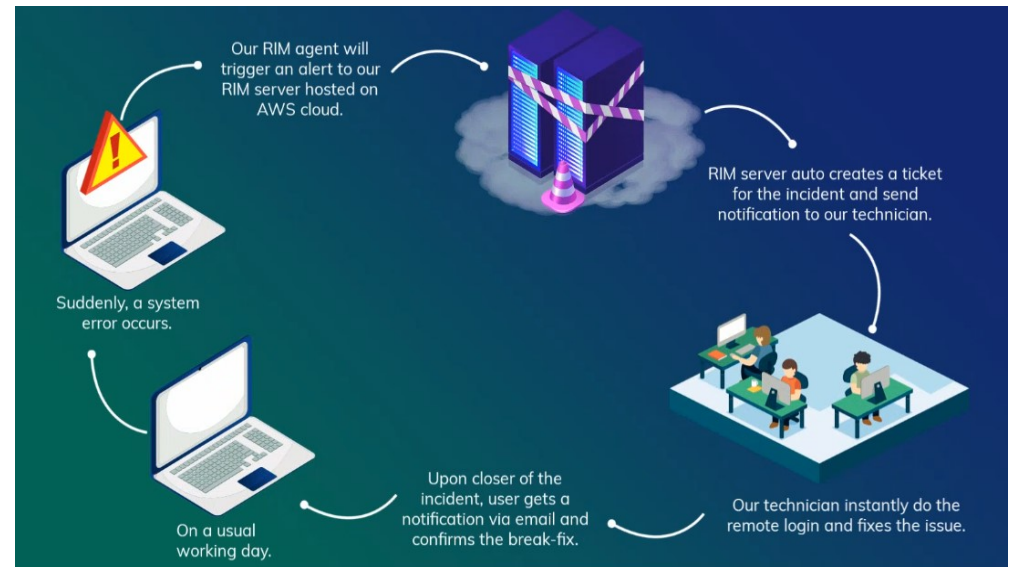
And our monitoring servers are in different AWS regions to monitor & manage the devices effectively.

We can just install an agent and start monitoring & managing your critical devices, services.

- o ManageEngine RMM Central
- o ConnectWise Manage
- o ManageEngine Desktop Central
- o Kaseya VSA
- o Atera

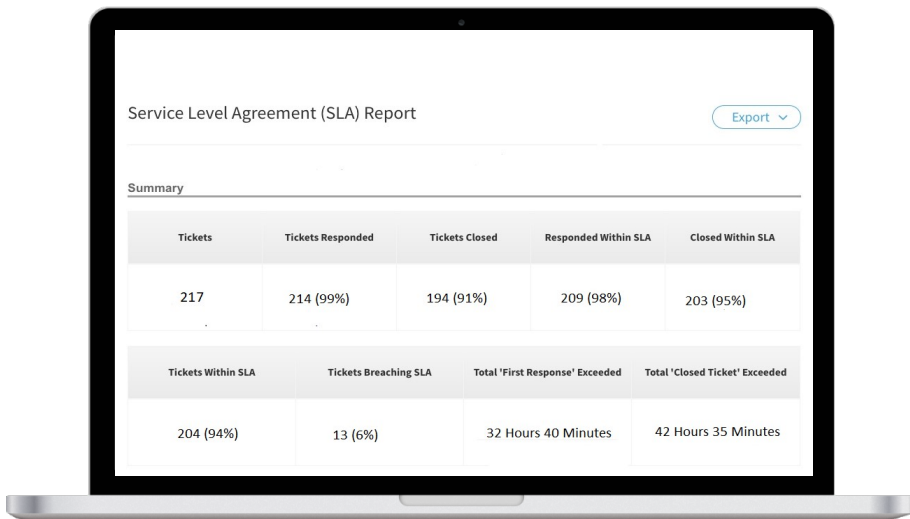## Features & Capabilities:

- o Server management
- o Endpoint management
- o Software deployment
- o Mobile device management
- o Patch management
- o IT asset management
- o Remote Control
- o Hardware health check
- o Device/services monitoring
- o Real-time alerting via email & SMS
- o Analytics & Reporting
- o Customized report

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REPORTS

SLA Reports

❖ Our Service Level Agreements are clearly defined and our escalation procedures are based on ITIL processes.

❖ Our engineers are trained to meet and exceed the defined SLAs.

Service Level Agreement (SLA) Report — Export

Summary

Tickets	Tickets Responded	Tickets Closed	Responded Within SLA	Closed Within SLA
217	214 (99%)	194 (91%)	209 (98%)	203 (95%)

Tickets Within SLA	Tickets Breaching SLA	Total 'First Response' Exceeded	Total 'Closed Ticket' Exceeded
204 (94%)	13 (6%)	32 Hours 40 Minutes	42 Hours 35 Minutes

PATCH MANAGEMENT REPORT

ManageEngine
RMM Central

Customer Name : Client 1

Application and Patch Summary Report - Server MG — Generated on - Sep 23, 2021 10:09 AM (UTC)

Detailed information about the Missing, Installed patches in a particular Computer.

System Details

Name	Server MG
Operating System	Windows Server 2019 Datacenter Edition (x64)
Service Pack	Windows Server 2019 (x64)
Language	English
Health Status	Secure
IP Address	10.106.23.232
NetBios Name	MG_2857
Remote Office	HEX64 Cloud
Logged on User	Administrator
Last Successful Scan	Sep 23, 2021 08:52 AM

Application Summary

Product Name	Vendor Name	Missing Patches	Installed Patches
All Products		4	22
Windows 10 Version 1809 (x64) .0(OS)	Microsoft	0	0
.NET Framework 2.0 (x64) SP2	Microsoft	0	1
.NET Framework 3.0 (x64) SP2	Microsoft	0	0
.NET Framework 3.5 (x64) SP1	Microsoft	0	2
.NET Framework 4.8	Microsoft	1	7
Internet Explorer 11 Gold	Microsoft	0	0
Internet Explorer 11 for x64 Gold	Microsoft	0	0
Malicious Software Removal Tool	Microsoft	1	0
Microsoft ASP.NET MVC 2	Microsoft	0	0
Microsoft Visual C++ 2010 Redistributable (x64) SP1	Microsoft	0	1
Microsoft Visual C++ 2010 Redistributable (x86) SP1	Microsoft	0	1
Microsoft Visual C++ 2015 Redistributable (x86) Gold	Microsoft	0	0
MSXML 3.0 SP11	Microsoft	0	0
Windows Media Player 12 Gold	Microsoft	0	0
Google Chrome (x64)	Google	0	1
MySQL Workbench CE (x64)	Oracle Corporation	0	1
vmware tools 11(x64)	VMware, Inc.	0	1

Service Pricing models

endpointCare

Designed for businesses with basic IT requirements

$30 /month/device

Pricing includes coverage for users

Start free trial

All endpointCare services include:

- Includes end – devices (Laptop, system, tablet, mobile, etc.)
- Proactively monitoring endpoints
- Break – Fixes
- Security Management
- Patch Management
- Rapid Remote support
- MDM Management

serverCare

Designed of businesses looking to eliminate costly break / fix IT services

$45 /month/device

Pricing includes coverage for users

Start free trial

All serverCare services include:

- 24*7 Service availability
- Regular and periodic server check – up
- Preventive maintenance
- Software update and patches
- Asset Management
- DR planning and backup
- Server / Network support
- Security review
- Antivirus configurations and update
- Schedule maintenance

serverCare Plus

A fully comprehensive plan for any business size or needs.

$65 /month/device

Pricing includes coverage for users

Start free trial

All serverCare Plus services include:

- 24*7 Server and Network monitoring
- Critical Application & services monitoring
- Proactive remote support
- Patch Management
- User Account Administration
- Log Monitoring
- Vendor Management
- Periodic maintenance
- Weekly, Monthly, & Annual reporting
- Performance Analysis and Consulting
- Reports
- 30 minutes response time
- Anti – Virus Management
- Schedule maintenance
- Periodic auditing

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Client's Goal:

- The client was constantly looking for 24*7 RIM services to monitor & manage the resource like firewall, servers, critical services & applications during production and providing maintenance after-hours.
- We approached the client's business challenges with Remote Infrastructure Management solution to proactively monitor & manage the production Infrastructure along with network & database.

Challenges:

- Leveraging skilled resources for the network, server & user management.
- Monitoring resources after-hours to cover 24*7 service coverage.
- Providing proactive L1& L2 support in case of any issue encounters.
- Ensuring seamless and secure network connectivity with other devices like servers, cloud resources, etc.
- Optimization and change management.
- Reducing IT operation costs while protecting huge investments
- To maintain and improve system uptime and security, and regularly revise (modernize, optimize) the internal services,
- Hard to maintain & manage the large workforce with increasing day-to-day issues.

Project- Remote Infrastructure Management

Project Execution:

- HEX64's Remote Infrastructure Management (RIM) service enables you to retain control of your IT assets after hours, for monitoring and management without the need to increase your own IT staff.

Client's IT Services Managed by HEX64s' Team:

- Managed end-users with other IT assets like desktops, servers, network, databases, etc.
- Deployed and configured the Windows server including the services AD, DNS, DHCP, Hyper-V, GPO and more.
- Setup & configure the networking devices L2/L3 switches, firewalls, Access points.
- Setup, configure and manage email solutions (O365) and other services and fixing the related issues.
- Managed ticket and provided remote support for all types and size of issue.
- Provided highly trained IT experts available 24x7x365 and performed maintenance during non-production hours.
- Performed instant break-fixes for the issues (L1/L2/L3).
- Performed day-to-day IT housekeeping jobs.
- Real-time monitoring of resources with efficient preventative maintenance schedules to ensure high uptime of resources/services.
- Deployed industry-standard PSA & RMM tools to automate the maximum repetitive tasks and minimizing the human errors.
- Performed regular health checkups of devices and licensing.
- Performed regular patching & compliance to ensure the security and compliance standards.
- Backup and recovery management using tools like Veritas, Acronis, & Veeam
- Deployed the Antivirus and managed endpoint security using standard AV solutions.
- Track and assess basic incidents and assigning resolutions
- Performed the migration of in-house services to the Azure cloud.
- Ongoing assistance with complex IT issues and project management.
- Expert assistance with the implementation of a long-term business IT strategy.
- Managed new technology adaptation and change management.
- Root cause analysis and reporting (Monthly/Annual)
- Maintained 95-98% SLA during the service period.

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Key Results- (Project success) :

Our RIM Services became a central component of the client's operations strategy for complete Remote Infrastructure management with following key results:

- Provided highly skilled technician to help client to increase the coverage hours for support desk and monitoring the critical resources and enhance customer satisfaction.
- Leveraged round the clock **IT support** to ensure the **24*7** service coverage.
- The client benefited from gaining the desired ROI.
- Smooth business operations with uptime availability and continual improvements.
- Brought down the spending by **30%** and **HEX64** Service Process Maturity resulted in Zero Downtime environment for critical applications.
- Our problem management of repeated issues resulted in reduction of incidents by **15%**, directly translating to productivity increase of **35%**.
- Automated event ticketing solution which ensured that technicians were aware of network alarms quickly without the need for manual ticket creation.
- Maintained **97%** resources' uptime to ensure machine-to-machine connections with on-site and remote locations.
- Nearly **35%** reduction in **IT operations** costs.