

Managed Services



System Monitoring and Alerts

One Up Solutions has the ability to monitor the network so as to stop or eliminate problems before they occur. Devices are configured to instantly notify the Network Operations Center (NOC) when critical servers go down, a user alters their configuration, disk space reaches a certain level, or a possible security threat occurs just to name a few. One Up Solutions provides an easy and effective method to implement and enforce access policies throughout the entire computing infrastructure. We can also proactively monitor all of the servers, workstations and remote computers, monitor Windows event logs for specific conditions and customize the alerts based on each event.



Client Access Portal

The One Up Solutions Client Access Portal (CAP) facilitates clear and easy communication between us and our clients. It provides a secure web portal to submit tickets, review work status and much more. Clients can submit service tickets any time they wish 24 hours a day 7 days a week.



Encrypted Remote Access

Quickly, securely, and with minimal end user interruption One Up Solutions can access and manage computers. To increase productivity and responsiveness the NOC needs to access servers, workstations and mobile devices securely, quickly and without impacting the productivity of users. One Up Solutions delivers a complete, fast and secure remote access and remote control solution for you and your users even behind firewalls and NAT.



Patch Management

Patch management consists of acquiring, testing and deploying multiple code changes to address known vulnerabilities in network and desktop applications. One of the chief problems in keeping networks and desktops secure from attack is patch management. All forms of this preventative action include creating a security policy that includes identifying missing and installed patches on a network to ensure the latest patches are deployed and installed.



Audit and Inventory

Complete and comprehensive hardware and software inventory delivered right to your fingertips. With the One Up Solutions Agent installed system information is captured weekly or on-demand. This information is used for system monitoring but is also reported back to the asset database and used to review system information or run prefabricated asset reports.



Desktop Preventative Maintenance

One UP Solutions managed services includes a comprehensive, preventative maintenance solution for desktops & laptops computers. This service proactively and strictly maintains the most troublesome areas of desktop management. Virus problems, spyware issues and patching are handled as an unobtrusive, background service. Every managed desktop or laptop will have the agent installed. The desktop agents are easy to install and can be deployed manually with a remote deployment tool we provide. The desktop agent collects system configurations, asset information (software and hardware), Microsoft patch status, S.M.A.R.T. hard-drive statistics, and anti-virus and anti-spyware information which will be sent to the NOC. The desktop agent is also responsible for executing patch and software deployments, uninstall routines, maintenance activities and remote control initiation. The desktop agent performs its functions based on instructions received from our NOC.



Server and Device Monitoring

One UP Solutions managed services includes server monitoring, analysis and escalation service based on alerts. Our engineers watch the alerts, analyze them and intelligently escalate issues. Escalated issues that need attention are brought to the client's attention with a resolution plan. With Server Watch, our engineers do not need access behind your firewall or to the servers being monitored. The alert analysis is performed using remote diagnostic software that allows engineers at our NOC to get sufficient diagnostic information to process alerts.

Features:

24/7 monitoring, analysis and escalation

Anti-virus monitoring

Backup monitoring

Patch management