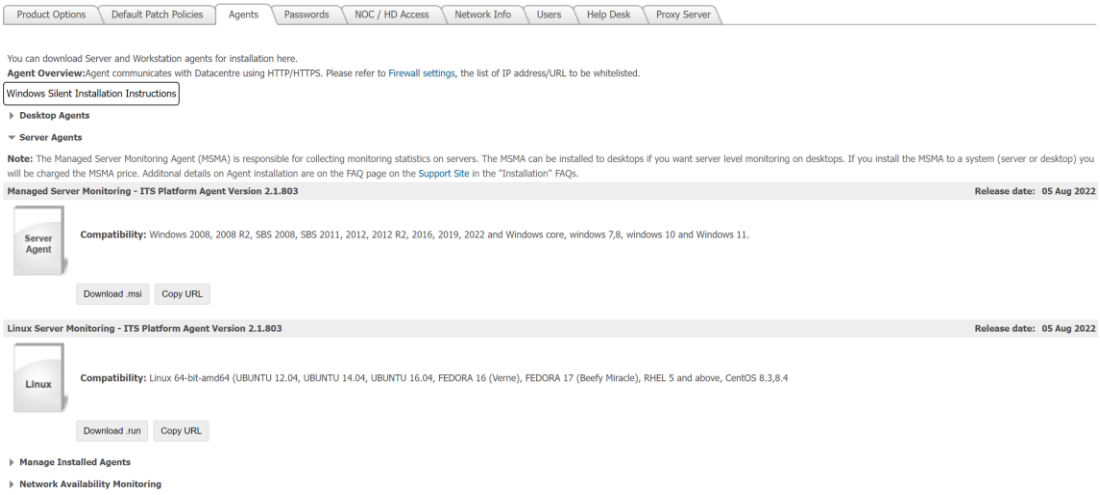
Support 24/7/365

- Specialized team that will be monitoring and staying ahead of any inconvenience that can occur in your environment.
- MSP Team can solve problems on their own to remain the availability of the infrastructure to avoid downtimes. We will work proactively to prevent any issue that can encounter.
- If the Customer doesn't have time to implement a security policy or has problems with port access, they can just contact our team to solve this problem

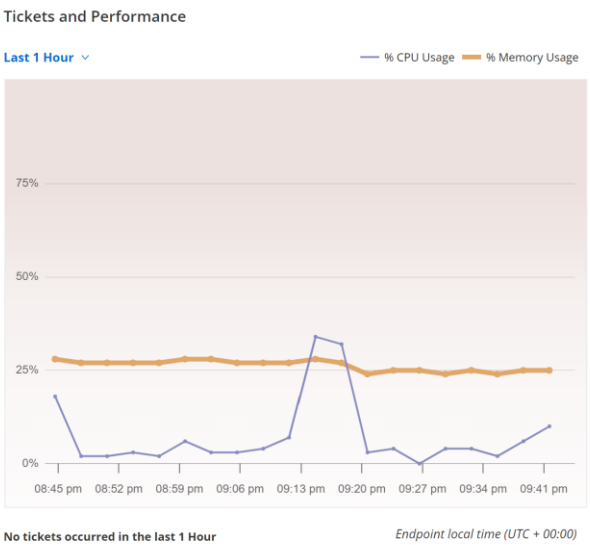
Demo:

Quick Overview of Connectwise

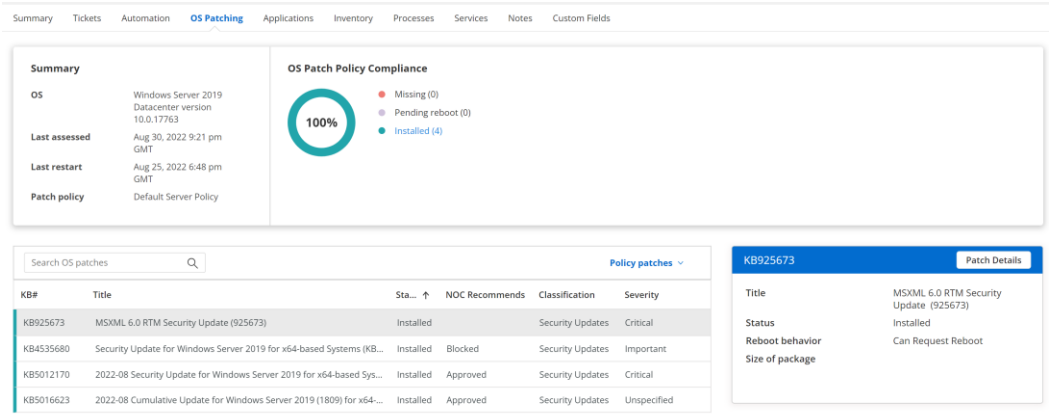
- RMM Setup, a non-invasive app that makes the connection between Henson Group and the customer.



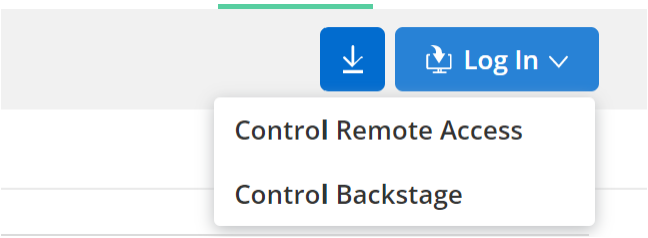
- CPU and Memory Usage



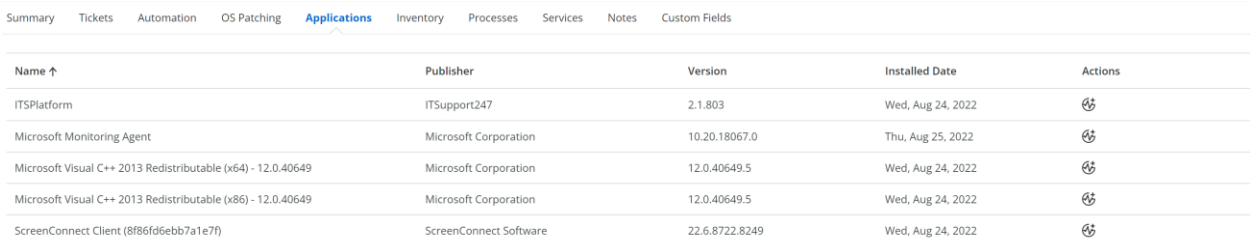
- OS Patching (Classifications between Critical, Important and Unspecified)



- Remote Access (Different modes)

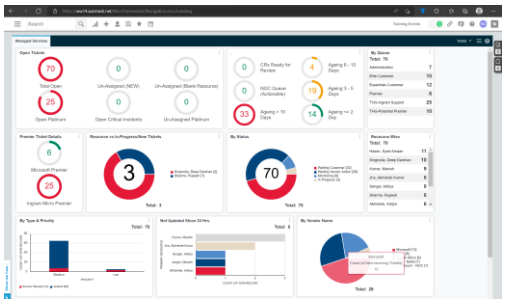


- Monitoring of applications in the server



Detailed Demo of Autotask

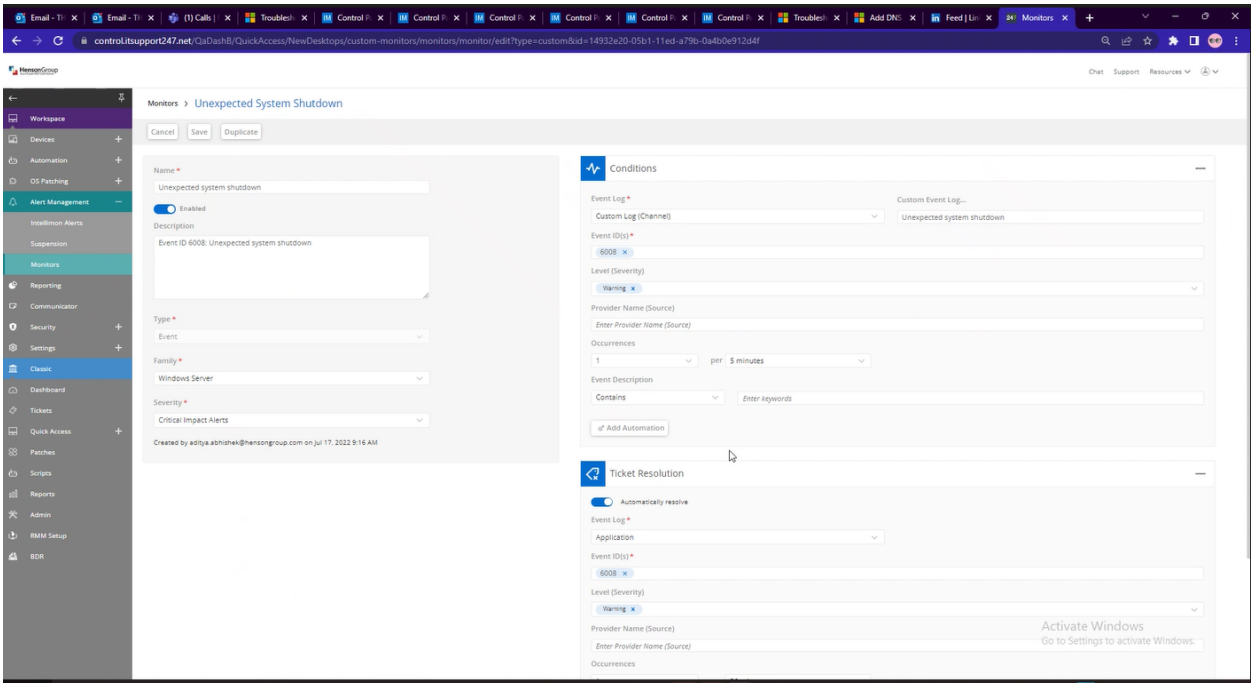
- Autotask Internal Use
  - How the tickets show up on our system.
  - MSP Team follow-up and actions done on tickets.
  - Internal SLA measurement for customer response.
  - Microsoft Premier Support if the problem is out of scope.



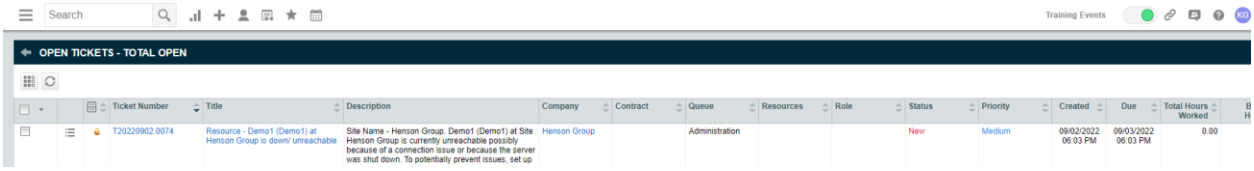
- Ethical hacking for ticketing purposes
    - Run script to increase CPU performance.
    - Run script to increase memory usage.

Show alerts when you stop and start a server and a windows services

This is the specific monitor or event that creates the ticket alert – Start and Stop Computer

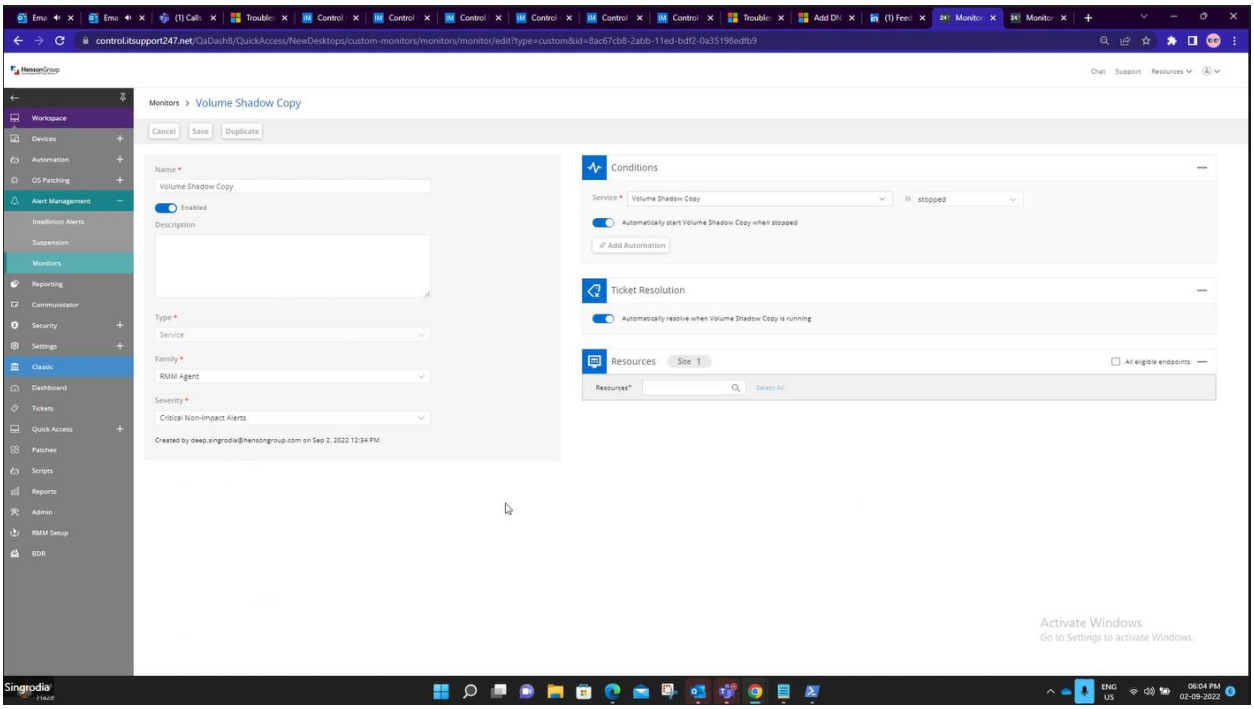


Ticket is on

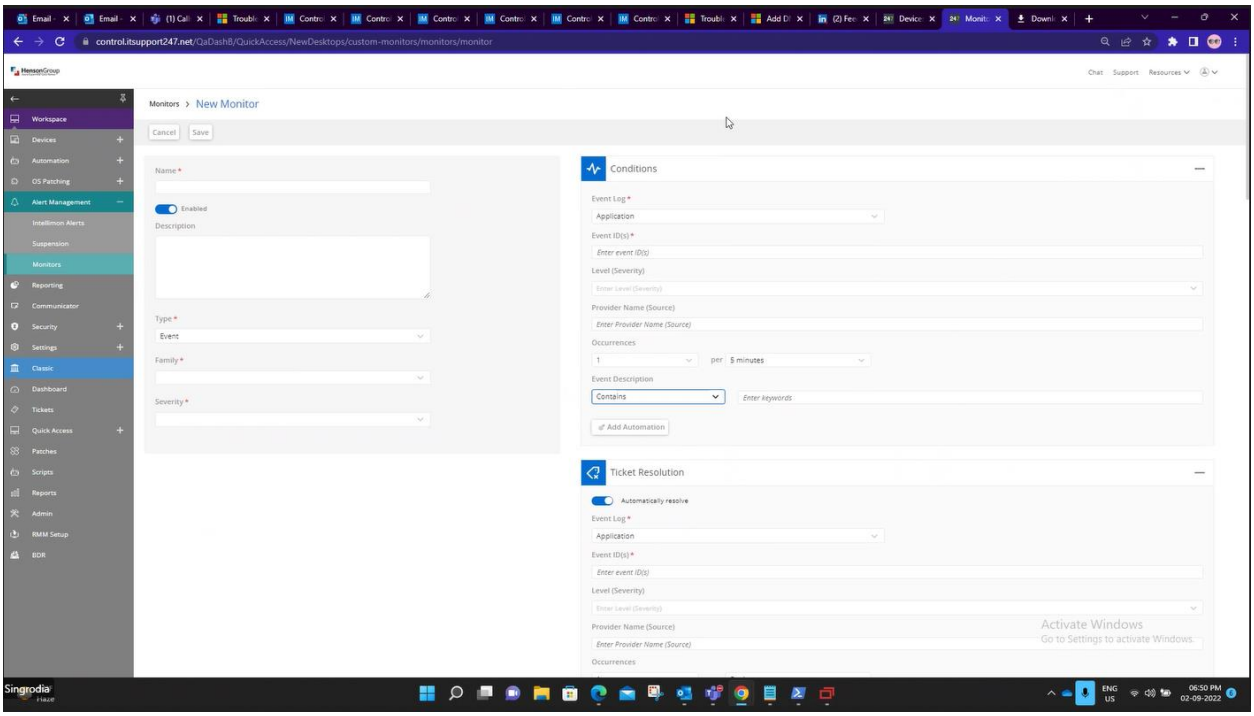


Once the ticket is On, Continuum will call our team to let us acknowledge of the ticket that was created and to see if we need help solving it.

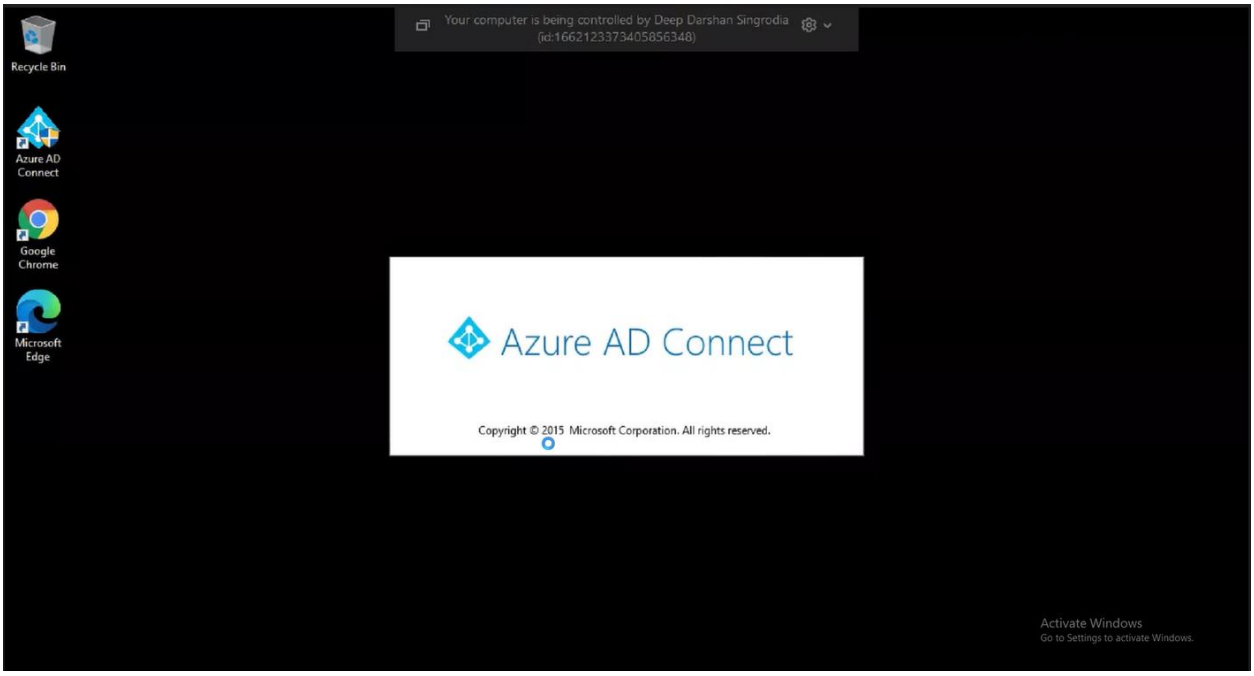
Windows Server - Start and Stop Windows Services/ Volume Shadow Copy is backup service on the WS

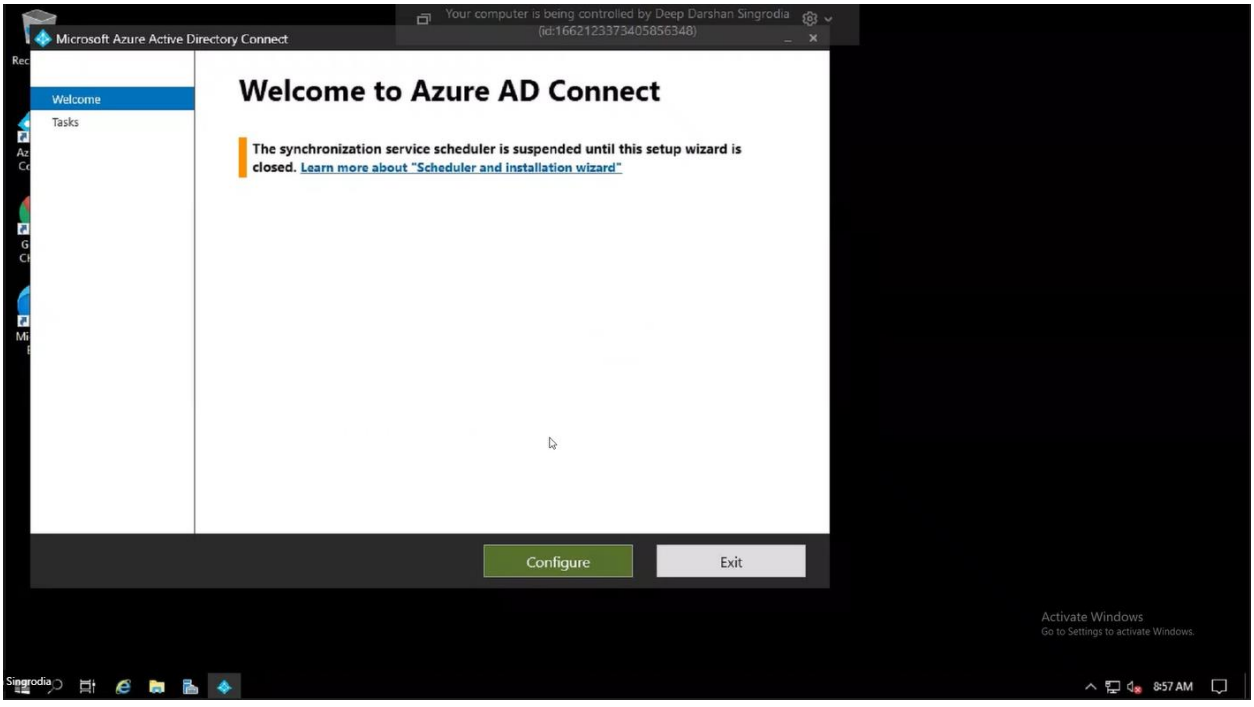


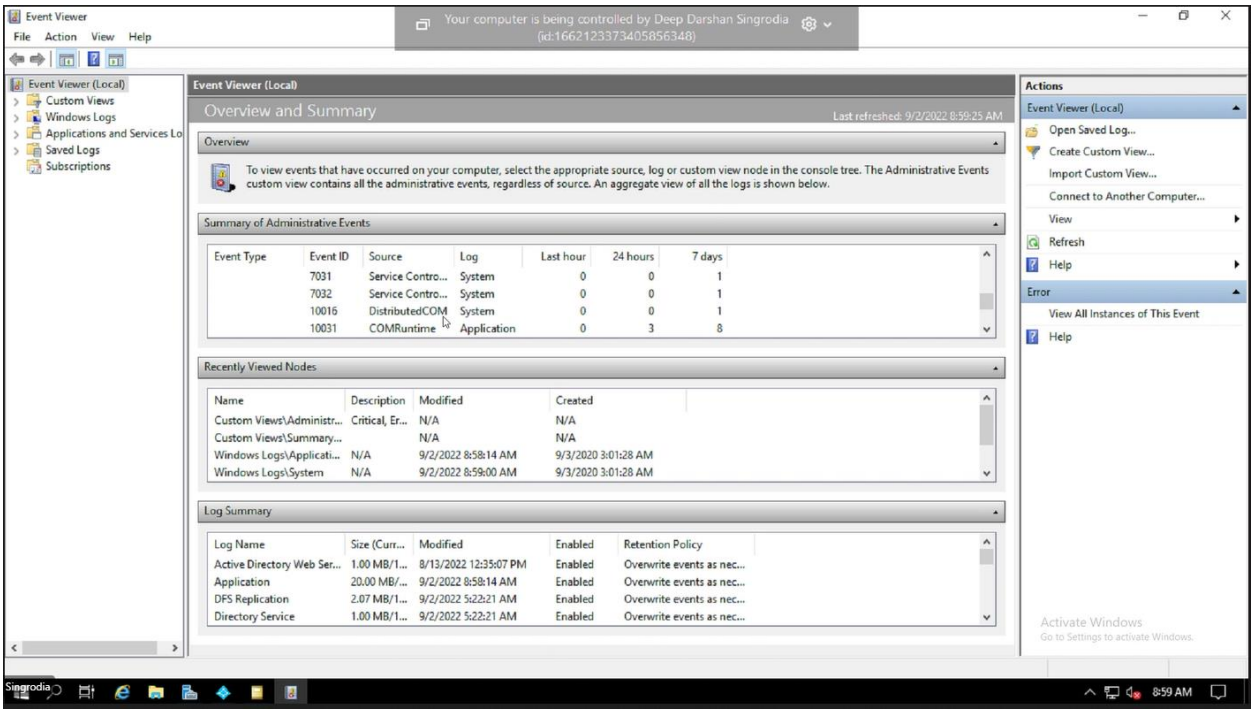
Show alerts when you inject a false alert in a windows event log (application, system, or security)



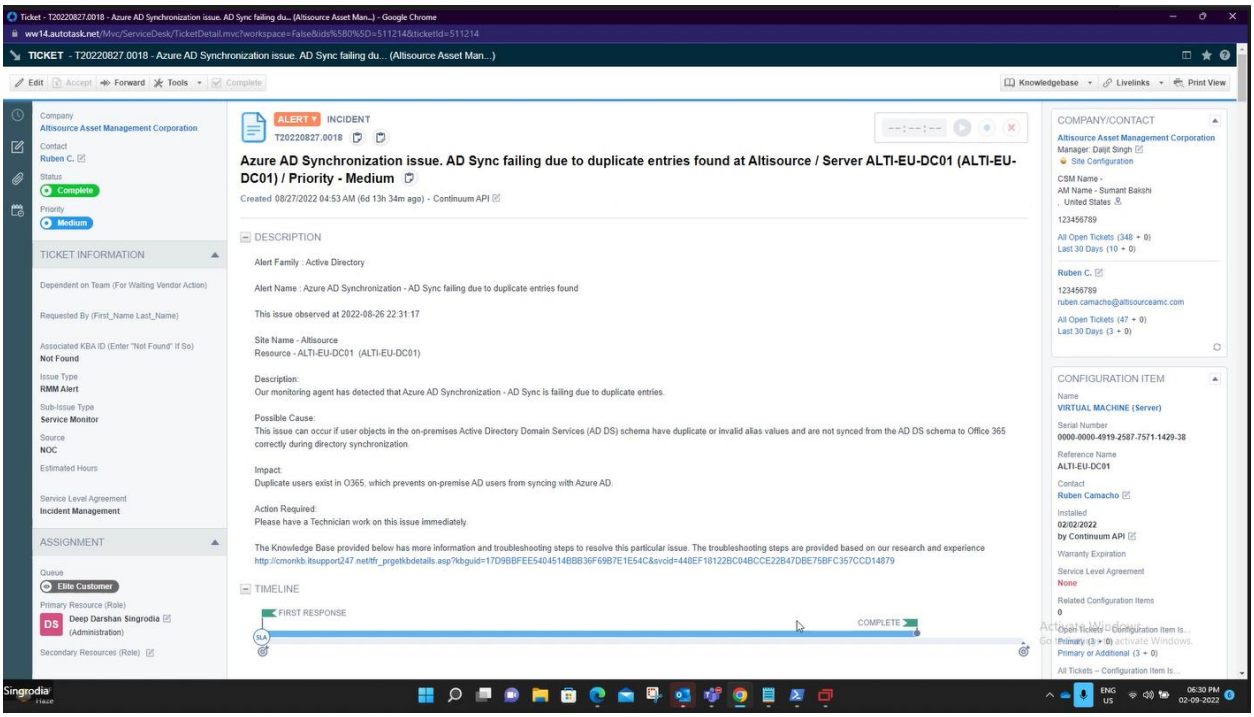
Show the monitors in the SQL Server, Exchange Server, and Active Directory Domain management packs.



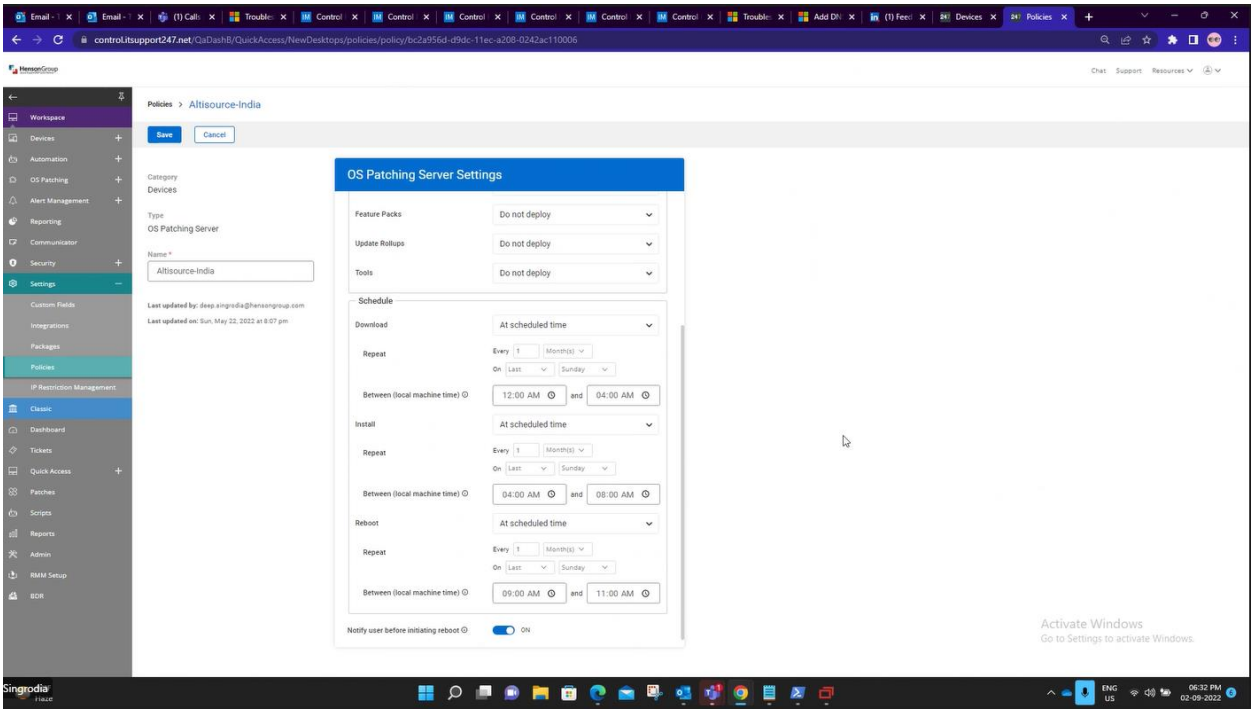


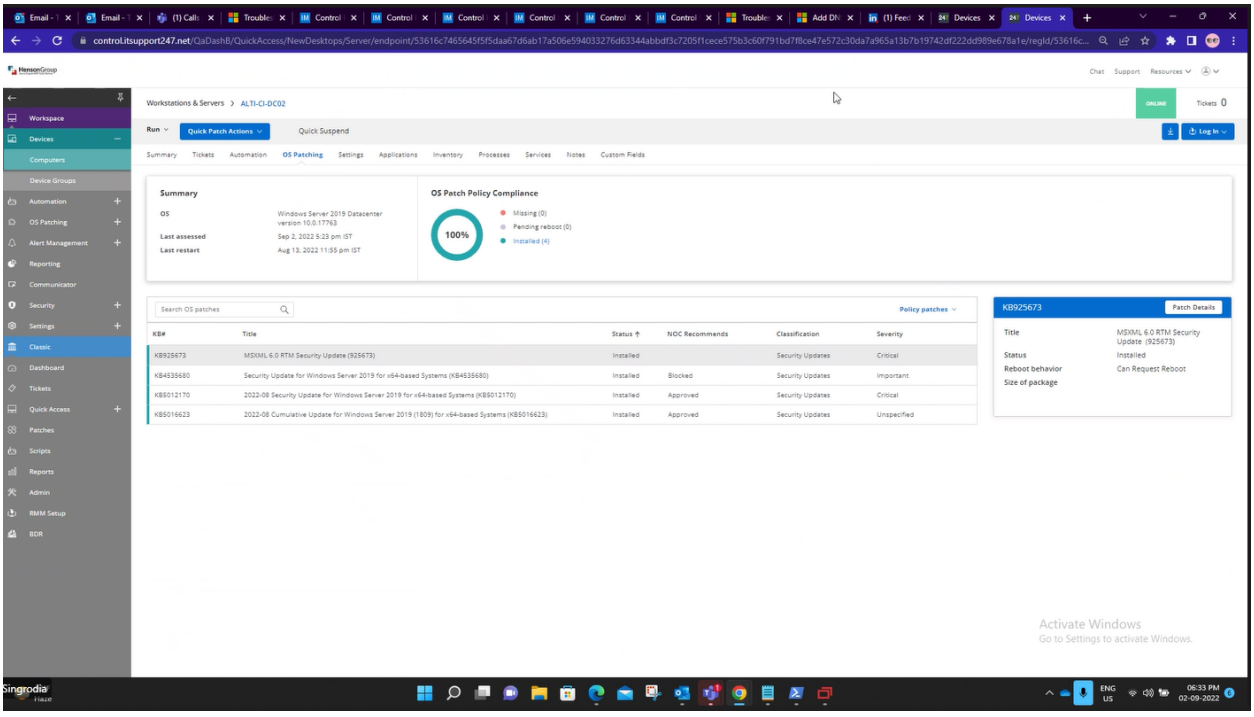


Ticket received

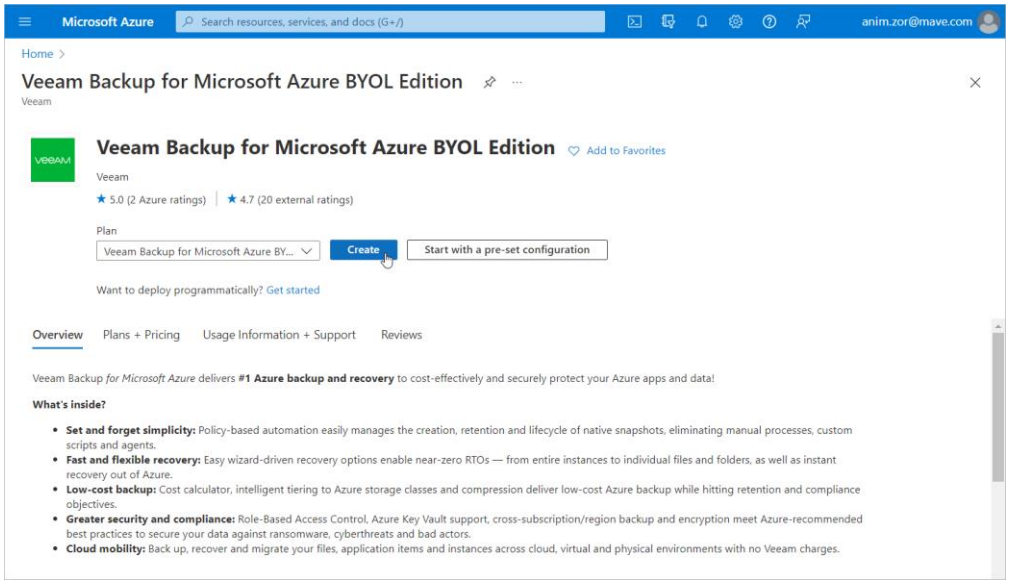


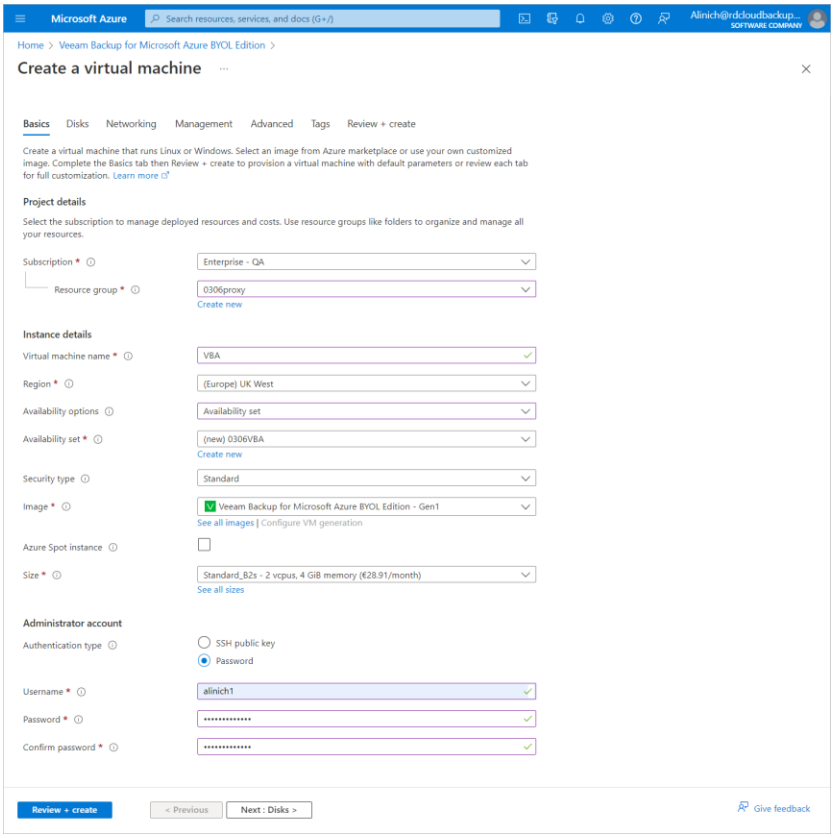
Show scheduling of patch management

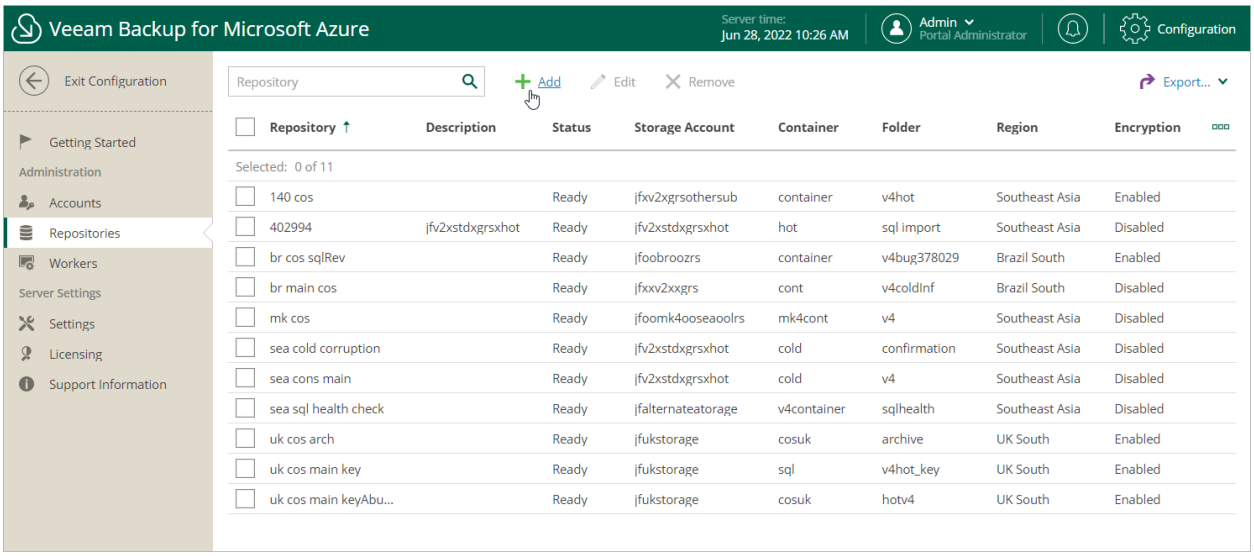




Show built-in backup and restore capabilities in Continuum

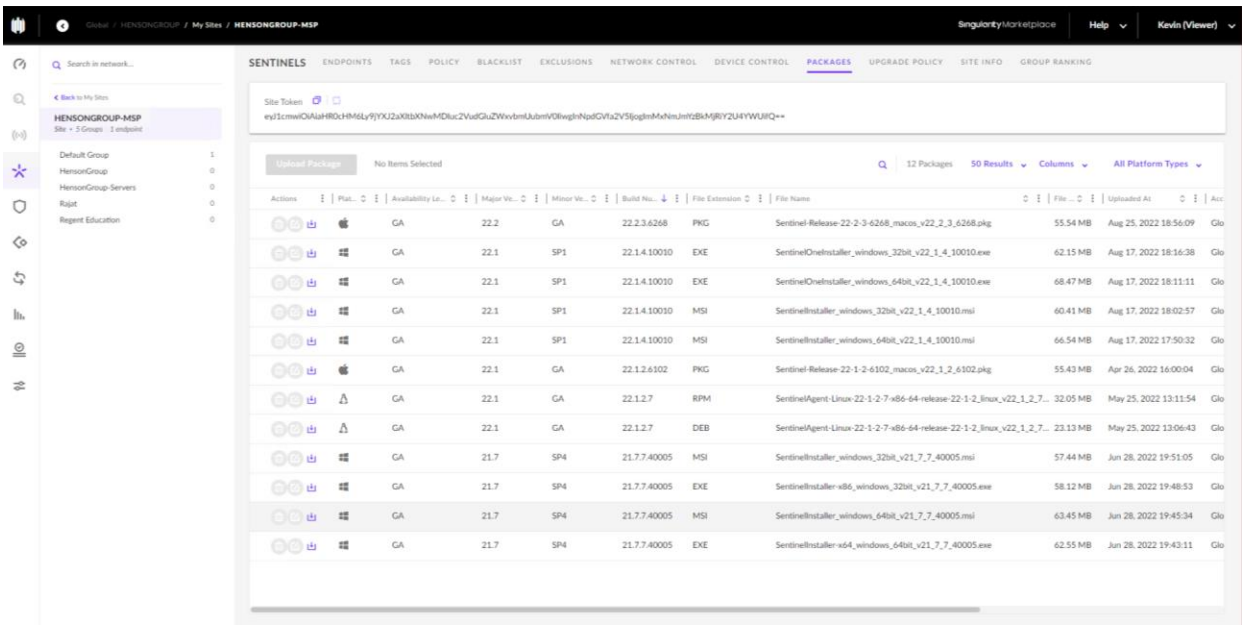


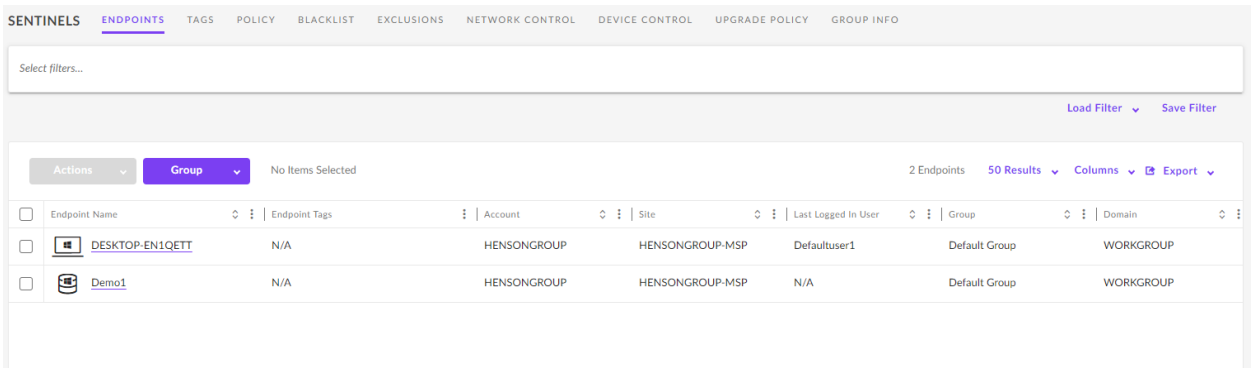


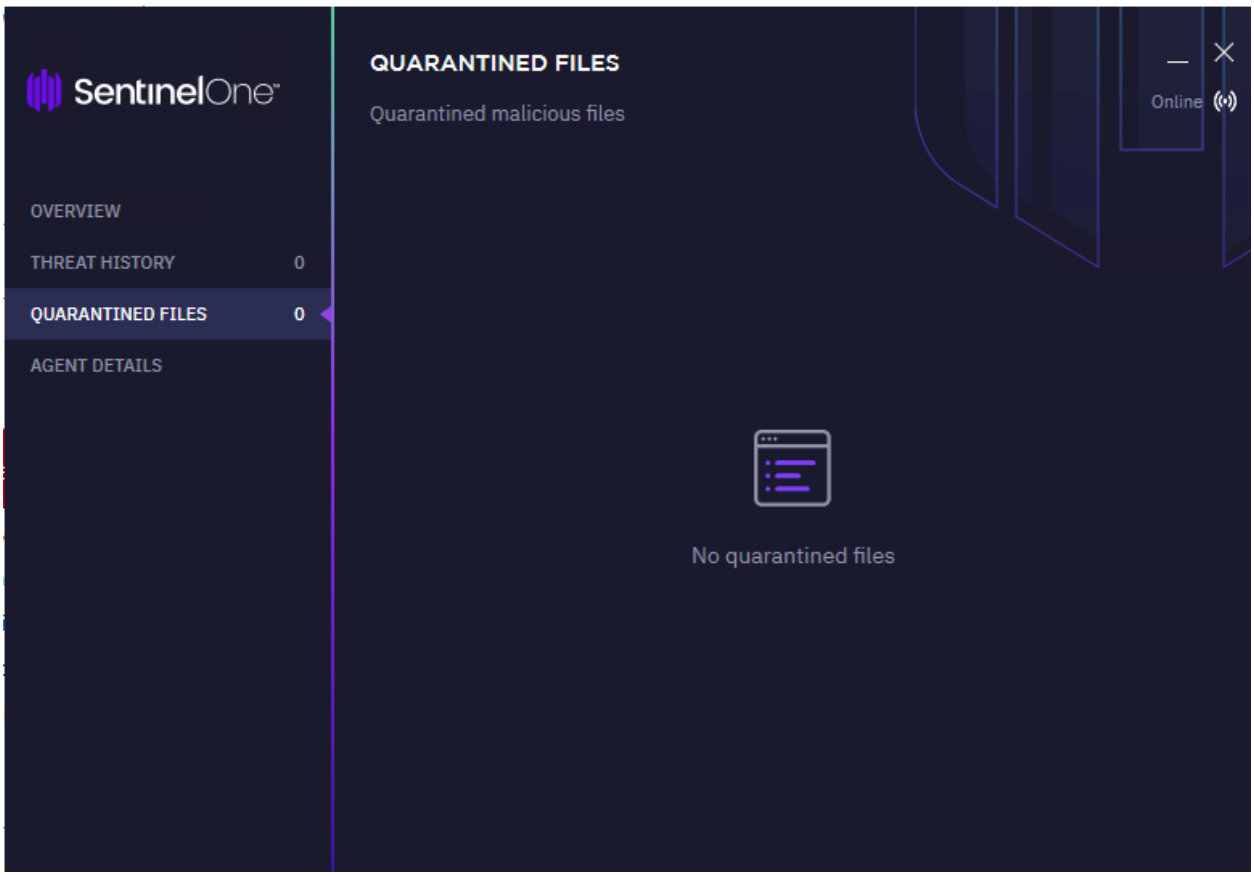


Admin Center of Veeam for MSP team

Show them the built-in antivirus/malware monitoring in Continuum







Walk them through a sample of the monthly report we send, including the vulnerabilities assessment