NETXUSPRO™

Patch Management
- Microsoft security updates
- Patch management
- Third party software updates

Reporting
- Custom reporting engine provided
- Report library
- Monthly reporting and report review
- Report portal

Scripting
- Custom scripting engine
- Script library and custom scripts

Monitoring
- Custom monitoring engine
- 24x7 alert, service, event, and custom log monitoring

Remote Control
- End user remote control tools
- QuickView flash dashboard
- Live Connect PC Management

Audits
- Organization-wide software and hardware auditing
- Network presence scans
- On-demand performance monitoring

Network Support
- Guaranteed remote response time for critical issues (two hours)
- Guaranteed on-site response time for critical issues (24 hours)

LOCKNET

AN EOJOHNSON COMPANY

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NETXUSPRO—PATCHING & MONITORING

Sticking to a patching cadence can take up resources and a lot of time. If it's not done consistently and correctly, you can become vulnerable to a potential threat. Let Locknet® Managed IT help you take care of the mundane patching tasks so you can focus on key business goals.

With Locknet's Netxuspro managed service, you'll receive expert assistance, first-class support, and the information you need on patch application and software upgrades.

MONTHLY REPORTING

Executive Summary: The Executive Summary Report offers a synopsis of all of your information ranging from ticket status and disk space used to patch status, alarm notification and network health score.

Patch Management Summary: The Patch Management Summary Report monitors, illustrates, and provides history on many facets of a client's patch management program.
- Provides excellent detail on the status of all patching activities
- Provides a detailed history on all managed infrastructure
- Illustrates credential success or failure, as well as security update status including missing, failing to install, or pending reboot.

Patch Management Details: The Patch Management Details Report shows the patches installed and available by device. This includes patch title, priority, and status.

Disk Utilization: The Disk Utilization Report provides a visual representation of remaining disk space for each agent across their organization using a bar graph. For managed services clients, Locknet includes a review of this report monthly via e-mail that details any items of concern that are found.

Device Activity: The Device Activity Report shows the selected activities (takeover, job, and connection) performed on a device during the time-span given.

Hardware Lifecycle: The Hardware Lifecycle Report can be used to help predict the end of your hardware's product lifecycle. This includes device name, description, operating system, serial number, sufficient disk space, sufficient RAM, warranty status, and BIOS release build date.