



DESKTOP SERVICES GROUP

Managed Services for Endpoints

Our Remote Management Monitoring and Security (RMMS) platform bundles the “best of the best” in network management and security. With DTSG’s RMMS platform you will:

- **Keep Endpoints Patched and Secure** – Good network security practices start with patching your systems. Our patching agent makes sure your most important software is patched and up-to-date.
- **Avoid BAD Patches** – Microsoft’s patch policy on Windows 10 has caused crashes, downtime, and broken networking on thousands of computers. We apply only **tested** patches, thereby reducing that risk.
- **Run Maintenance During Off-Hours** – Periodic defragmentation and cleaning up the hard disk are always good practices, but do you have the time? Our agent runs these utilities regularly, **during off-hours**. Better workstation performance, without wasting employee time.
- **Be alerted to critical issues** – We are notified of critical issues **immediately**. System availability, a failing hard disk, or virus activity trigger alerts. If the alert is on a **server**, we are notified by phone and email **no matter what time of day**. Get the jump on problems before they become bigger problems.
- **Get stuff fixed more quickly** – Our agent is always ready and waiting. We can usually get a remote support session going **before you’re even done telling us what’s wrong**. Get back to work more quickly.
- **Get the best Antivirus** – Our Cloud-Managed antivirus (Bitdefender or Webroot), is monitored daily. We make sure all are running and up-to-date.
- **Get your Backup Monitored** – Your most important asset is your data. We monitor your local and Cloud backups, and usually resolve issues behind the scenes.
- **Detect and alert you to Breaches** – Backed by a US-Based threat operations team, our Breach Detection agents report any activity back to the team, so it can be reviewed and stopped promptly.
- **Get Monthly Status Reports** – Each month you will receive a status report, with information on cleanup and maintenance, antivirus activity, backup Status, and other details.

Call us today for more information.