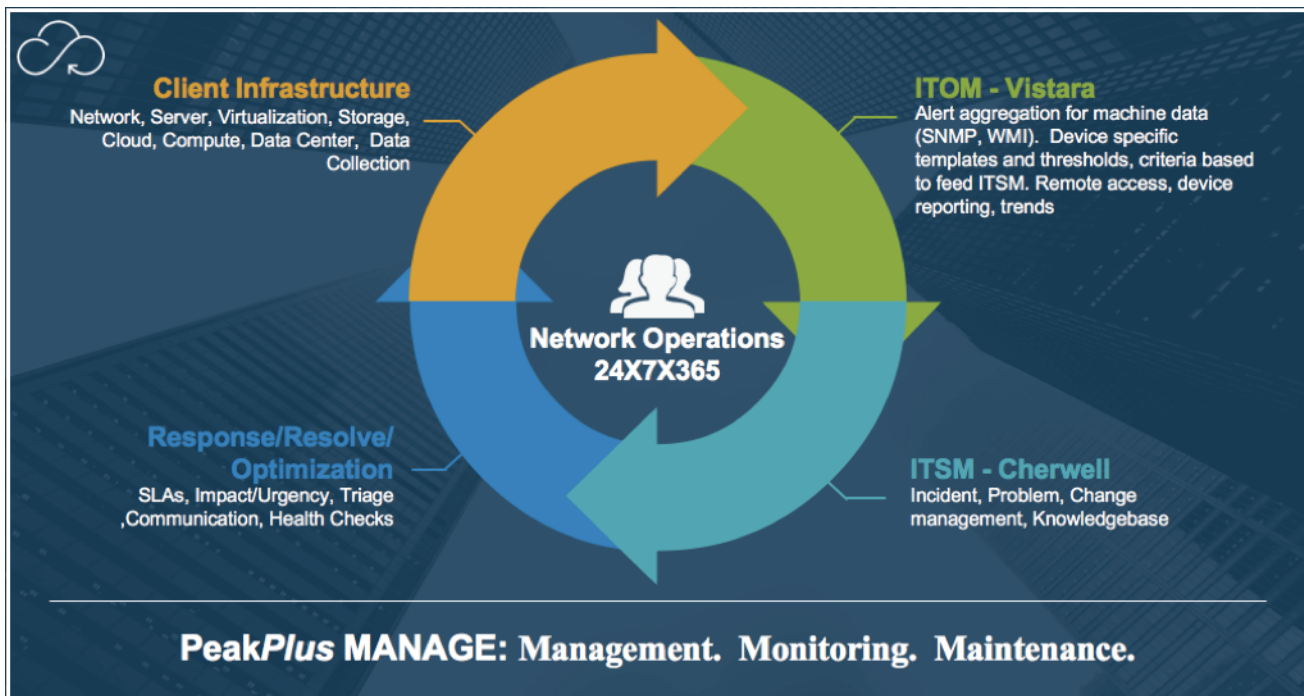


# Services for Early-Stage Life Sciences

PTP's PeakPlus Manage and Secure Services provide the proactive and reactive support necessary for our Life Sciences customers to experience a highly functioning and secure network solution for their critical data. PTP provides response services for service issues, and proactive services on a quarterly basis to evaluate the solution and to perform software patching and updating.



## PHASE 1: SOLUTION DESIGN & IMPLEMENTATION

PTP designs and deploys specified solutions and licenses for solutions like Meraki, Cisco Umbrella Security, Cisco AMP endpoint security, Duo security and Carbonite cloud backup.

### Design

- Overall architecture design
- Design documentation
- Collaborative reviews, meetings and client engagement

### Implementation

- Unbox/stage equipment
- Equipment configuration
- Solutions configuration & implementation
- Testing
- Migration to ongoing services

# Services for Early-Stage Life Sciences

## PHASE 2: ONGOING MANAGED SERVICES

From our 24x7x365 Op Center, PTP's Managed Services Team delivers ongoing application administration and support; network monitoring and reporting; managed security solutions; and network optimization. Monitoring elements are reported through the Meraki dashboard and integrated with PTP's IT service management platform for incident management

### Office365 Network Admin & Support

- **Office365 Health Check**  
*reviews environment to ensure best practices*
- **Network Device Health Check**  
*for availability, health and performance*
- **Service Requests**  
*moves, adds, changes, removals + helpdesk support*
- **Monitoring Response SLA**  
*receipt and triage of monitoring alerts*

### Network Monitoring & Reporting

- Firewall
- Switch
- Wireless

### Managed Security

- Endpoint Security Protection (AMP)
- Cloud Security (Umbrella)
- Multi-factor Authentication (Duo)

### Optimization

- **Health Check**  
*ongoing collection of event, log and report data from managed devices*
- **Network Updates**  
*review managed device software releases; update and administer client-approved changes/updates*

*Partner logo area (if necessary)*