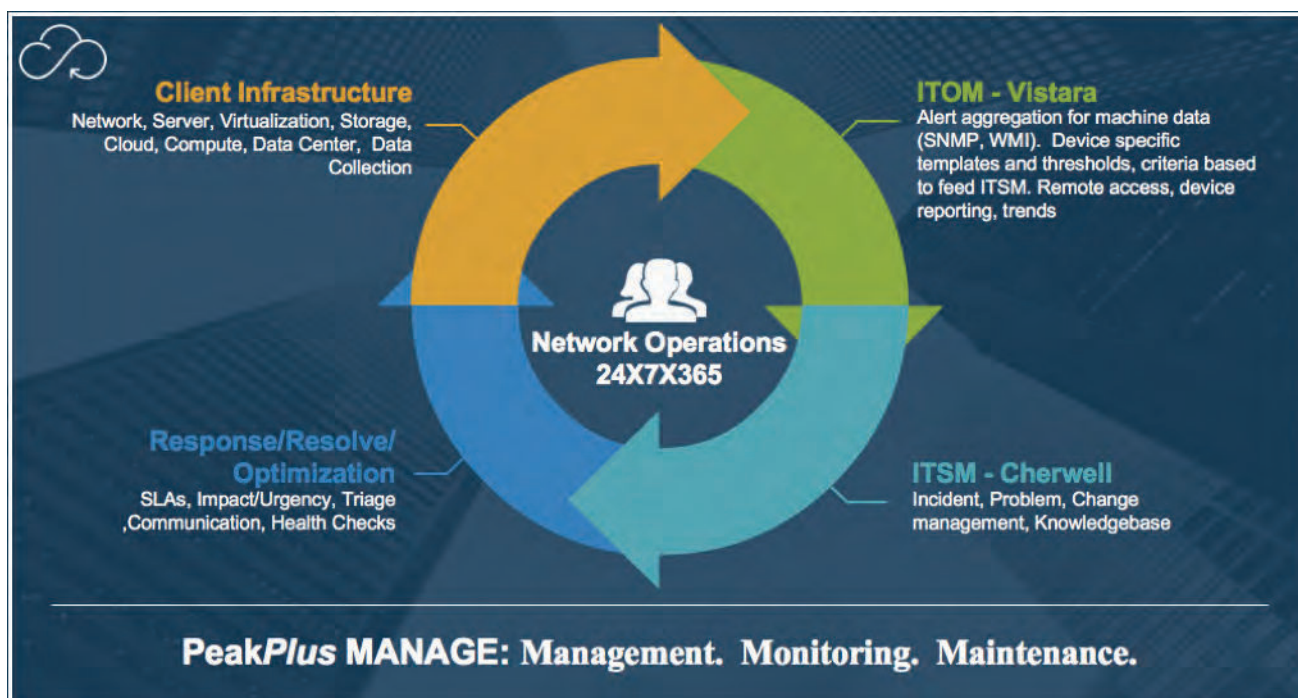


# Services for Early-Stage Life Sciences

**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.

### Microsoft 365 Network Admin & Support

- **Microsoft 365 Health Check** reviews environment to ensure best practices
- **Network Device Health Check** for availability, health and performance
- **Service Requests** moves, adds, changes, removals, and help desk 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