

## IT Managed Services Overview

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### What are the Advantages of IT Managed Services?

LAB Information Technology managed services portfolio helps clients quickly and easily leverage and deploy a broad array of IT services, enabling them to manage technical labor and equipment resources more efficiently, improve service levels, increase customer satisfaction and save money.

### *Solution Highlights*

#### **Managed Security Solutions:**

- **E-mail Defense:** Comprehensive protection against spam, worms and viruses, e-mail attacks and more. Works at the network perimeter to identify, quarantine, block and strip suspect e-mail messages before they can enter the messaging infrastructure. Flexible, easy to use and requires no upfront hardware or software implementation.
- **Web Defense:** Protects customers by blocking web-based threats like spyware, keyloggers, viruses and phishing attacks at the network perimeter. Allows category- and content- based control over unauthorized Web surfing.
- **Message Archiving:** Allows businesses to store, monitor and retrieve all inbound, outbound and internal e-mails for compliance or general storage/retrieval purposes.
- **Log Manager and Threat Manager:** Provides security and compliance solutions by delivering intrusion protection, vulnerability assessment and log management at a fraction of the cost of traditional products. Unlike appliance or software products, our software-as-a-service (SaaS) platform features rapid deployment, zero maintenance and no hardware or software costs.

## 24x7 Help Desk and Service Management:

- **Help Desk Services:** Our affordable, scalable, highly technical call center allows you to lower operating expenses while providing your customers with quality product support. By using the LABUSA Help Desk, you can provide your staff and/or your customers with 24/7 technical support on software and hardware products from certified, frontline-support technicians — without draining your resources.
- **Global Network Operations Support:** Our affordable, scalable, service allows you to provide a comprehensive, high-end Network Operations Support to augment your own capabilities or, if you prefer, let us manage the Network Operations Center for you. This solution handles routine maintenance and monitoring functions, including: Monitoring and escalating alerts on a 24/7 basis, Reviewing backups, Defragmenting the hard disk, Deleting temporary files, Preventing viruses, Reducing spam, On-Call Dispatch Support Services

## Hosted Solutions:

- **Email Collaboration Software:** Our Zimbra Collaboration Suite (ZCS) is a truly modern, innovative messaging and collaboration application. Ajax based web collaboration is at the heart of ZCS. The powerful web client integrates email, contacts, shared calendar, VoIP, and online document authoring into a rich browser-based interface.
- **Hosting & Server Collocations:** LAB collocation and hosting services that provide a scalable, secure, and reliable computing platform for your website and internet-based applications. With state-of-the-art facilities, best-in-class personnel and procedures, our hosting service offers you a cost-effective alternative to taking on the considerable expense of building, maintaining and staffing your own Internet data center.
- **Hosted Microsoft Solutions:** Our Microsoft Hosted Solutions provide a full suite of hosted Software-as-a-Service (SaaS) options, including: Hosted Microsoft Exchange Server and Hosted Windows SharePoint Services.

## Key Benefits include:

- Freeing time for your internal resources to focus on core business
- Reducing costs and gaining 24/7/365 expert level service
- Outsourcing help desk services, state-of-art facilities
- Eliminating drain on your resources, staff or infrastructure



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LAB Information Technology Incorporated (LABUSA) is a provider of information and security technology solutions. Based in Illinois and serving corporate and government customers in the USA, Europe and Africa. LABUSA delivers innovative solutions that provide all encompassing management and protection of intellectual and physical assets.

For more information, contact your LABUSA representative or visit LABUSA on the Web at [labusa.com](http://labusa.com)

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