

Gotham RemoteAdmin Helps You Transform Your Approach To IT

Many organizations want to transform their approach to IT and take advantage of new cloud and security technologies, but are too caught up in daily operations to work on strategic initiatives.

Challenged with properly vetting changes to the environment, conducting periodic reviews, and ensuring occasional changes such as patching are performed in a timely manner, many organizations also lack the level of expertise required to properly manage the diverse systems that make up their environments.

With our **RemoteAdmin** managed services, Gotham becomes an extension of your IT staff.

RemoteAdmin provides all the routine and occasional administrative services required to maintain your environment, with 24/7 system monitoring and alerting through our GothamWatch monitoring platform, and access to Gotham's support desk for second and third-tier support on covered items, all for an affordable, predictable, and manageable monthly cost.

All of our **RemoteAdmin** resources are on-shore and certified in the technologies they support. For each **RemoteAdmin** offering, we create custom runbooks and workflows that are tested and refined over time.

Our **RemoteAdmin** services keep systems running at peak efficiency for some of the world's largest organizations, and **our renewal rate tops 95%**. Flexibility in our offerings and a dedication to the highest levels of customer service are the foundation of our success. The services are competitively priced and include all the staff and systems necessary to meet agreed upon SLAs.



Montvale NJ • New York NY • Shelton CT • Philadelphia PA
www.gothamtg.com

RemoteAdmin for Citrix

Services include adding, removing and modifying Citrix users and groups; adding or modifying Citrix and Microsoft policies; onboarding users to the Citrix environment, with capacity planning if needed. We will also plan, schedule and implement periodic hotfix and service pack installations for Citrix.

RemoteAdmin for NetScaler

Our team designs and implements solutions for load balancing, reverse proxy, SSL and authentication offloading, URL-filtering and Web Application firewall. The RemoteAdmin services also include two system upgrades per year and our team will ensure that your NetScalers are at an A+ security rating.

RemoteAdmin for VMware

We monitor hardware events, performance thresholds, critical services, and event logs for errors or issues. We own and manage deployment and configuration of virtual machines and ongoing maintenance of templates, files, and snapshots. We manage patches of all Windows-based devices, and routinely update VMware ESX patches and firmware. We also perform and document disaster recovery procedures.

RemoteAdmin for Azure/AWS

Our GothamWatch monitoring platform is configured for custom Azure or AWS thresholds and alerts. Our team responds to critical alerts, fixes errors, and documents any changes. In addition to investigating issues, we provide a root cause analysis and rapid service recovery.

RemoteAdmin for Firewalls

Our team performs a design review to ensure we understand your firewall needs, network topology and security policies. Once we ascertain this information, we can effectively monitor and manage your firewall systems.

RemoteAdmin for Windows

Patching Windows is one of the most challenging aspects of IT service management. Regular changes to Active Directory and Group Policy become harder to keep up with. We help you keep up a regular patching cadence and eliminate the frustrations that can come with everyday Windows administration. Our team will build a patch management strategy for your windows servers that includes snapshot management and tests of all critical patches applied to the Server OS.