



MANAGED SERVICES & SUPPORT

RemoteAdmin

Managed
Security
Services

24/7 System
Monitoring
& Support

Fully Managed
Solutions

RemoteAdmin

Our RemoteAdmin services provide day-to-day operational support of your environments. All RemoteAdmin services include 24x7 GothamWatch Monitoring and Support, are available individually and in combination, and are priced according to the number of users and/or devices covered.

Note: except as noted, licensing fees are not included in RemoteAdmin services.

RemoteAdmin for End User Computing (EUC)

Available for Citrix, VMware, and Microsoft AVD

- Daily administrative tasks include adding/removing/changing users and groups
- Application installations and modifications to existing applications
- Desktop image management
- Daily review of event logs and GothamWatch alerts, and remediation of identified issues
- Addition and modification of policies in the EUC environment
- Periodic hotfix and service pack installation for brokers and operating systems

- Onboarding of new users
- Annual upgrades of the broker environment (.dot releases only)

RemoteAdmin for ADC

Available for Citrix and F5

- Load balancing administration
- Access Gateway administration
- Network changes (additional VLAN, interfaces, LACP)
- SSL Certificate updates
- Add/modify/test VIPs
- AAA admin (requires Enterprise or Platinum licensing)
- Global Server Load Balancing admin (requires Enterprise or Platinum licensing)
- Application firewall admin (requires Platinum licensing)
- Two system firmware upgrades per year

RemoteAdmin for Firewalls

Available for Check Point, Palo Alto Networks, and Fortinet

- Access control rules additions, changes, and deletions
- Access control rules with user identity additions, changes, and deletions
- User identity and Content Awareness rules additions, changes, and deletions
- Application control rules additions, changes, and

deletions.

- DLP, IPS, Anti-bot, Anti-virus changes.
- Threat Emulation, Threat Extraction changes.
- Anti-spam and Email Security changes.
- NAT rules and routing additions, changes and deletions.
- Patching and/or hotfixes when required.
- Platform/appliance system configuration items.

RemoteAdmin for Azure

Included Cloud Services:

- Monitoring and daily review of events, performance thresholds, critical services, and event logs and remediation of issues.
- Deploying virtual machines using templates or from the marketplace.
- Adding and changing network configuration (VPC, Network Security Groups, routing)
- Virtual Machine storage, including adding additional disks, extending disk, changing performance, and availability tiers
- Managing administrative access, including IAM and related permissions.

Included VM Management:

- Configuration changes to existing virtual machines.
- Virtual Machine size adjustment (CPU, Memory)
- Keeping gold templates

up to date with operating system security patches.

- Routine virtual environment health checks to reclaim system resources (orphaned VMs and files, network interfaces, and snapshots).
- Patch management of Windows-based virtual machines and physical servers using your existing Windows Server Update Services (WSUS) environment.

Available DR option:

- Setup and configuration of Azure Site Recovery to another Azure region
- Creation of DR runbook documenting every aspect of failover and failback.
- One annual comprehensive DR test.

RemoteAdmin for VMware

Included Host Services:

- Monitoring and daily

review of hardware events, performance thresholds, critical services, and event logs and remediation of issues.

- Creating monthly capacity reports.
- Deploying virtual machines using clones, snapshots, and templates.
- Adding and changing networks and data stores to ESXI hosts.
- Periodic installation of VMware ESX patches and firmware.
- Managing administrative access, including access control lists and related permissions.
- Creating and updating virtualization process and procedures documentation.
- Installation and upgrade of VMware Tools.

Included VM Management:

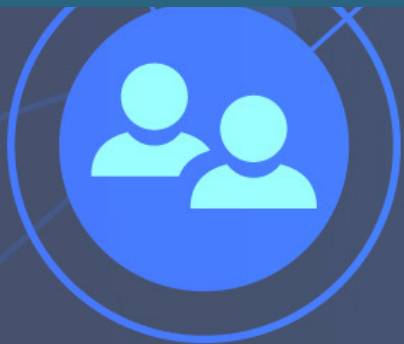
- Configuration changes to existing virtual machines.

• Keeping gold templates up to date with operating system security patches.

- Routine virtual environment health checks to reclaim system resources (orphaned VMs and files, IPs, and snapshots).
- Patch management of Windows-based virtual machines and physical servers using your existing Windows Server Update Services (WSUS) environment.

Available DR option:

- 24/7 monitoring of disaster recovery services and access to Gotham's recovery staff.
- Management of DR environment.
- Creation of DR runbook documenting every aspect of failover and failback.
- One annual comprehensive DR test.



Contact your Gotham Account Manager for additional details regarding any of these services or to arrange a consultation.

Managed Security Services

Many organizations lack the resources to maintain a rigorous in-house cybersecurity program.

Our cybersecurity team comprises a deep bench of experts, with industry and vendor certifications, who remain current working with many technologies across multiple customers.

SOC as a Service

Gotham's SOC as a Service provides the people, tools, and services needed to effectively monitor and manage evolving threats to your environment.

- **Managed Detection and Response powered by Arctic Wolf:** Behavioral analytics and machine learning SIEM platform. Unlimited log collection and storage.
- **Monthly Risk Rating and Reporting provided via SecurityScorecard**
- **Ad hoc Security Engineering provided by Gotham:** Services include but are not limited to modifying misconfigured firewall rules, phishing remediation, malware/ransomware remediation, and device patching.

Security as a Service

With our Security as a Service (MSSP), we operate and maintain your security stack for a fixed monthly fee, with packages customized to meet your needs and budgets.

The solutions we support include endpoint protection, next generation AV, anti-spam and anti-malware platforms, privileged access management, MDR platforms, and DLP.

The service includes:

- Moves/adds/changes
- Monitoring environments for uptime and availability
- Responding to alerts and notifications as needed
- Custom reporting

We provide services for products from leading cybersecurity vendors CrowdStrike, CarbonBlack, Mimecast, CyberArk, Proofpoint, Arctic Wolf, Varonis, and more.

Incident Response

Gotham's Incident Response program is a low-cost/high-value solution that provides you with the support needed to contain security incidents, such as:

- Real or suspected events adversely affecting the security of computer systems or computer networks.
- Violation of security policy whether explicit and

documented or implied via processes and procedures.

- Attempts to gain unauthorized access to a system or its data whether those attempts were successful or not.
- Disruption or denial of service.
- Unauthorized use of a system for the processing or storage of data.
- Changes to system hardware, firmware, or software characteristics without proper approval, instruction and/or consent.

This service includes:

Incident Response – Gotham and our partners perform the following services.

- **Digital Forensic Analysis** – Once an Incident has been reported to Gotham, Digital Forensics Services will begin.
- **Compromise Assessment** – We evaluate your environment for the presence of malicious activity and provides a full set of recommendations.

Remediation – Once the Incident Response Services have been completed, Gotham system experts assist in remediating issues found and returning systems and network control back to the you.

Quarterly IR Preparedness Reviews – A Gotham Principal Architect and Security Analyst deliver a review of current External Threats and review your Incident Response plan

(video conference).

Assistance With IR Tabletop Exercises – A Gotham Principal Architect and Security Analyst will work

with your team in planning and executing one annual tabletop exercise to ensure IR response preparedness (video conference).

Fully Managed Solutions

Our Fully Managed Solutions provide the software subscriptions and services necessary for turnkey operation of the environment.

Managed Microsoft 365

The Managed Microsoft 365 service includes:

- M365 Exchange Online: provisioning/deprovisioning mailboxes, onboarding documentation, quarterly ticket reviews.
- M365 Intune: enrollment of new devices, remote wipe, application management, validation of end points compliance, revision of compliance policies.
- M365 Teams Business Voice: management of Teams extensions, provisioning/deprovisioning users, creation/modification of Teams Business Voice

policies.

The following add-on services are also available:

- Rubrik M365 backup administration: backup, recovery, reporting
- Proofpoint Essentials: revisions to Proofpoint policies and access lists; mailbox lifecycle management; support.

Note: Monthly fees include licensing for M365 (E1-E5; F1-3, M365 Business Premium, Teams Business Voice), Rubrik, and Proofpoint Essentials.

Migration to M365 from on-premises messaging systems can be provided as a separate engagement.

Managed Backup Services

The Managed Backup Service includes:

- Monitoring backup logs
- Restoring backups
- Troubleshooting backup errors

- Integrity testing to validate successful backups
- Monthly licensing usage reports
- Adding/removing/modifying clients from protection
- Modifying backup repository as necessary
- Installing patches and firmware

Managed Proofpoint Essentials

The Managed Proofpoint Essentials service includes:

- Initial configuration (review of existing spam appliance services configuration, connectivity validation, after-hours cutover)
- Revisions to Proofpoint policies and access lists as necessary
- Mailbox lifecycle management (licensed/functional mailbox)
- Support of the Proofpoint Essentials instance

Performance Management as a Service

Performance Management as a Service is a managed data analytics solution for endpoints powered by

Lakeside SysTrack, and hosted and managed by Gotham in the cloud. The full suite of Lakeside SysTrack tools are available from a cloud console. This solution is intended for companies

with remote work forces who rely on end user computing solutions where good performance is critical to the success of the solution.

Contact your Gotham Account Manager for additional details regarding any of these services or to arrange a consultation.

24/7 System Monitoring & Support

We provide 24x7 monitoring and level 2 and level 3 support for your virtual infrastructures and end user computing environments.

GothamWatch

GothamWatch is our core monitoring and support program, included in all RemoteAdmin contracts,

and available as a standalone offering.

GothamWatch provides 24x7 system monitoring and access to Gotham's Support Desk for level-2 help desk support.

This service is also available as a monitoring-only solution, GothamWatch Lite.

Monitoring is provided for all devices under contract including networking and storage devices. 24x7 unlimited support is provided for items under contract.

Support Desk Response Contracts

Response Contracts provide access to our support desk, with guaranteed response times.

Contracts are available at a variety of price points to meet your needs and budgets – ranging from 2-hour response 24x7 to 4-hour response during business hours.

Response contracts include Gotham Time Blocks from which time is drawn down as support is delivered.

Time Blocks

Time Blocks represent prepurchased time that can be used for scheduled services or support. Service time is deducted from time blocks in units based on the resource assigned.

Title	Project Role	Units / Hour
Principal Architect	Project direction and technical oversight in enterprise engagements.	3.2
Technical Specialist	Design and implementation of specialized solutions, particularly security and data center technologies.	3.0
Technical Architect	Analysis and design; technical leadership in enterprise engagements; implementations requiring specialized areas of expertise.	2.6
Systems Engineer 3	Enterprise solutions implementation in pilot and production environments; design and implementation of smaller-scale solutions.	2.0
Systems Engineer 2	Implementation of smaller-scale solutions.	1.8
Systems Engineer 1	Engineering support for enterprise solutions; desktop support for rollouts and upgrades.	1.1
Technical Writer	Deliverable project documentation.	1.4
Project Manager	Logistical and administrative support; tracking progress against project plans; status reports.	1.4

Gotham provides technical support for clients within our core services and areas of expertise. See www.gothamtg.com for a list of currently supported products.

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