Achieve More with with Managed Services from Professional Advantage

Managed Services takes the complexity out of managing your IT infrastructure.

An all-inclusive, fixed-price IT infrastructure support service.

Effortless IT management for uninterrupted business operations.

Professional Advantage Managed Services (PAMS) alleviates the burden of IT infrastructure management on your organisation by utilising intelligent monitoring systems and providing proactive IT support. Backed by the experience and expertise of our award winning service desk, Professional Advantage Managed Services customers can turn their focus back to business-related tasks.

Our Azure cloud experts can assist you in achieving seamless end-to-end cloud management. A Microsoft Azure implementation can help reduce costs and enhance security levels.

Microsoft
Solutions Partner

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by professional
advantage

Managed Services Overview

What do our managed services cover?

Managed Services takes the complexity out of managing your IT infrastructure. You could have all the support you need with our Managed IT Services team who can proactively manage and support your IT environment.

Microsoft
Dynamics 365

Microsoft
Azure

Monthly asset & health reporting
Easy to understand management-level reports.

Access to experienced personnel
Certified support engineers with experience in supporting enterprise desktop and server infrastructure.

Affordable IT management
Worry-free managed services.

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MANAGED SERVICES

Security & tracking
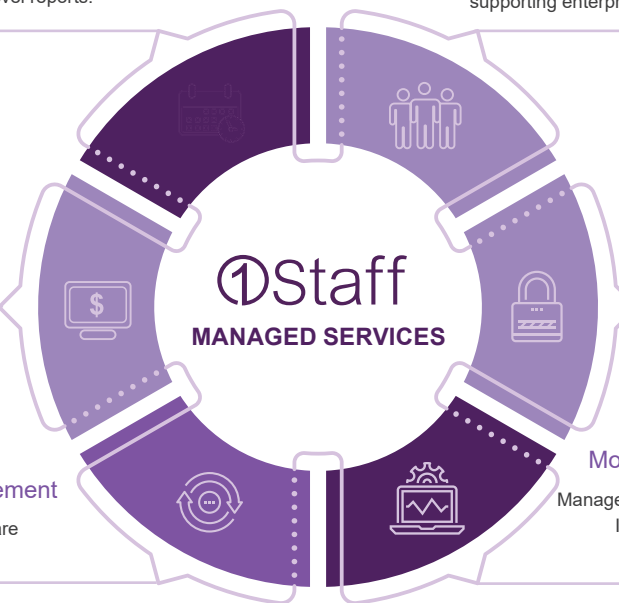Location tracking and remote wipe capability to avoid loss of confidential company data.

Automated incident management
Monitoring and management software with self-healing capabilities.

Monitoring of computer systems
Managed systems are proactively monitored. Installed software is tracked to ensure compliance with company policies.

Choosing the right IT services partnership can be difficult. For over 20 years, Professional Advantage has worked hard at making that decision easier.

What do you need from your Managed Services team?

Fixed cost and no overhead.

Professional Advantage Azure Managed Services are based on a fixed price budget for the management and intelligent monitoring of your Azure Server Environment.

The program alleviates the burden of Azure management and support from your organisation by providing alert notifications directly to our Support team, with proactive IT support resolutions Windows Patching and more; so our managed service clients can turn their focus back to business-related tasks and strategic improvement.

Server & Desktop Management

Keep your servers and PCs running smoothly with scheduled maintenance.

What's included:

- Firmware updates
- Critical OS patch
- Hardware preventative maintenance
- Azure, Hyper-V & VMWare management
- Maintain the performance of Citrix & remote desktop
- Desktop PC management
- Vendor hardware maintenance

Proactive Monitoring & Reporting

Real-time resolution of critical issues before they impact.

What's included:

- Performance monitoring, alerting & preventative maintenance
- CPU & RAM usage
- Application stability
- SQL & Exchange server performance
- Windows services
- Anti-virus
- Network security
- Storage/backup performance

Remote Support

Fix all the little things that annoy staff and management.

What's included:

- Telephone support
- PC and laptop issue resolution
- Mobile phone/tablet email issues
- Application support for Microsoft Office, Exchange, Teams, SharePoint and OneDrive
- Printing and file server issues
- Office 365 issues

Security Management

Keep viruses out and prevent unsafe malware and ransomware.

What's included:

- Networking monitoring
- VPN management
- User password & identity management
- Anti-virus & malware updates
- Microsoft Security updates
- Security policy management
- Firewall management
- Data loss prevention

What is Microsoft Azure?

Azure Platform Management

While Microsoft is responsible for the underlying hardware infrastructure. The management of server operating systems, antivirus, backup schedules and reports will be maintained by Professional Advantage.

This will include:

- Server operating system patching on a monthly basis in line with Microsoft's monthly patching schedule (Patch Tuesday).
- Active Directory and Network Security Admin level account reviews.
- Antivirus definition updates.
- Backup schedules, annual file level test restores, and backup report actions.

Desktop Platform Management

At a Macro level, the same monitoring and management tools that are deployed on the Azure Servers are also deployed on client devices to ensure a standardized support platform and procedures are maintained and a single pain of glass view for support issues and resolution.

This will include:

- Monitoring.
- Management and optimization activities.
- Strategic consulting to extend a client's use of the platforms to optimize and secure their own business operations.
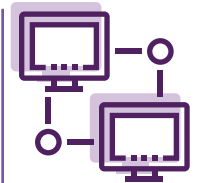
Proactive Monitoring

All Azure Managed Servers, Desktops and their related Backup and Antivirus services managed by Professional Advantage will be proactively monitored. The monitoring occurs via an agent that collects and logs server and desktop issues and patterns 24x7. Wherever possible, Professional Advantage will act to automatically resolve minor issues that do not require customer communication. Issue resolution activities will occur during business hours.

This will include:

- Antivirus alerts.
- Conditions that degrade performance.
  - low memory conditions
  - high CPU utilization
  - hard disks running low on available space
- Conditions that may affect the delivery of services to a customer.

Managed Services Inclusions

Operating System and Software Support

Support for all Microsoft Azure Server operating systems is provided, including the diagnosis and resolution of the following:

- Failure to boot the operating system
- File system corruption
- Free disk space and drive performance
- The status of Windows services
- Antivirus pattern versions
- Windows Update status
- Installation and removal of software
- Critical updates and security updates (as categorized by Microsoft) will be automatically installed monthly

- Microsoft Office suites and Adobe Reader Support. Support is only included for versions of these products that have not gone end-of-life
- Windows operating system updates and software updates for the Microsoft Office Suite and Adobe Acrobat
- Vendor escalation for third-party support if necessary

End user Compute

As part to the End User Compute Managed Services, PA will configure application patching through the deployment of N-Able for:

- Popular web browsers like, Chrome, and Firefox,
- Media Apps like (VLC and Spotify)
- Runtime Apps like Java, Silverlight and Shockwave
- Other Popular Apps like PDF Creator, TeamViewer, Evernote, Dropbox etc.

Key aspects of other end user compute activities include:

- Automated Windows OS Patching and executed monthly (but this frequency can be tailored to EWON's preferred frequency)
- Antivirus Update Monitoring and alerting
- Alerting of unauthorized Software installs
- Disk Space thresholds
- SOE deployment
- Management of Microsoft Intune Policies for Mobile devices (If client owns the licensing)

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For more information

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About Professional Advantage

Professional Advantage was established in 1989 in Sydney Australia and has grown rapidly over the years across the globe. We currently have 7 offices that range world-wide, and established a North American presence in 1996, including two branches here in the US (Denver & Fargo).

Professional Advantage is a long-standing global provider of Dynamics 365 and Dynamics GP solutions with over 6000 customers. Our mission is to help companies achieve more with technology.

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