



At a Glance

- Remote Monitoring and Management infrastructure components fully hosted by US Signal
- All generated alarms are reported directly to you and or the US Signal's 24/7 Technical Operations Center
- Work with US Signal's professional services engineers to define automated tasks and remediation actions based upon expected alerting criteria
- Automated or manual patching of supported Microsoft operating systems
- Optional anti-virus enhancement to protect workloads from malware and viruses
- All traffic between monitored endpoints and hosted management infrastructure is encrypted

Monitoring and Management

US Signal's Remote Monitoring and Management (RMM) is a server operating system, endpoint monitoring, and alerting service designed to assist you with the ongoing management of performance, patching, anti-virus, process automation, and remediation.

Technical Overview

The US Signal Monitoring and Management solution is hosted and maintained by US Signal to provide you with 24/7 monitoring, technical remediation, patch management, automation, and virus protection for your covered endpoints. During the RMM deployment, you will work with US Signal's hands-on services team to deploy software agents, adjust monitoring thresholds, determine patching schedules, and automate common maintenance tasks. Depending on the contracted service, US Signal's professional services engineers will provide additional personal insight and assistance in remediation.

Service	Tiers	
	Standard	Premier
Patch Management	X	X
Server and Network Endpoint Monitoring	X	X
Server Performance Monitoring	X	X
Performance Reports	X	X
Alert Notifications	X	X
Monthly Review of Environment	X	X
Anti-Virus	Optional	X
Process Automation	Optional	X
Remediation	Optional	X
Automated Preventative Maintenance		X

Patch Management

Provides manual or scheduled installation of supported Windows OS and third-party application level software patches based on policies defined and created between you and US Signal professional services engineers during the onboarding process.

Remediation

Includes the investigation of sustained alarms by US Signal's professional services team for the determination of the root cause analysis, as well as resolution or options for resolution. Remediation and troubleshooting does not extend into the applications installed on the operating system.

Supported Server Operating Systems

- Microsoft Windows 2016
- Microsoft Windows 2012/2012 R2
- Microsoft Windows 2008/2008 R2
- Microsoft Windows Small Business Server 2011
- CentOS 6.7 and above
- RedHat Enterprise Linux 6.6 and 7
- Ubuntu 14.04 and 16.04
- Debian 8.7 32/64 bit

Automation Manager

Configure to perform automated tasks based on policies defined and created between you and US Signal's professional services engineers during the RMM onboarding process. The Automation Manager may be used to perform supported OS and third party application level tasks on your behalf when pre-defined parameters or global variables are met.

Anti-Virus

US Signal will install anti-virus software on supported operating systems, which is responsible for scanning for the presence of viruses and malware based on manual or scheduled tasks. US Signal will monitor the anti-virus software to ensure its configured scan intervals are met, operational status, virus signatures and definition files are current, as well as the automated action taken when evidence of a virus or malware is detected.

Supported Operating Systems

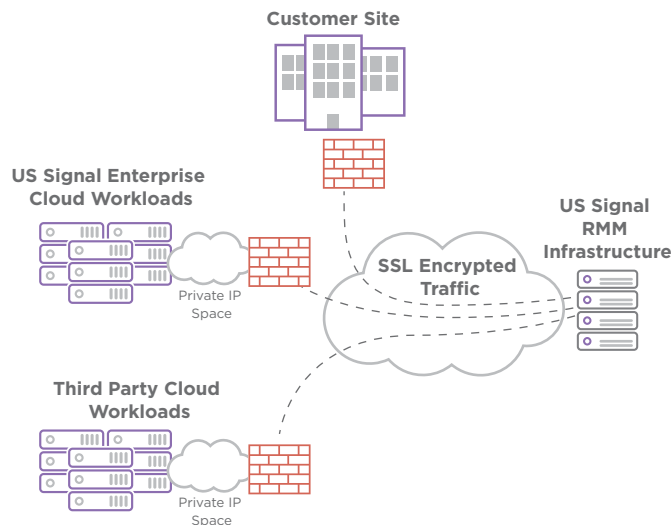
- Microsoft Windows Server 2016
- Microsoft Windows 2008/2008R2
- Microsoft Windows 2012/2012R2
- Microsoft Windows Small Business Server 2011

Detection Types

- Boot Sector
- Cookie
- File
- HTTP
- SMTP
- Phishing
- POP3
- Process
- Registry
- Stream

Connectivity

Implement Remote Monitoring and Management on any workload with Internet connectivity. All traffic between monitored endpoints and management infrastructure is protected by SSL/TLS encryption.



Compliance

The US Signal Remote Monitoring and Management solution is built using security standards to be in compliance with the following:

- HIPAA
- PCI

Service Level Agreement

Response Time Objective (maximum elapsed time objective from receipt of alarm within US Signal's alarm management system to customer notification):

Standard Tier - 30 minutes

Premier Tier - 15 minutes

The availability metric for the RMM client interface is 99.99%.