



REMOTE MONITORING + MANAGEMENT

Free up Resources. Increase Peace of Mind.

Technology continues to transform the world of business, with advancements enabling organizations to innovate faster, increase efficiencies, broaden their reach, reduce time to market, and much more. But technology doesn't happen on its own.

IT professionals must drive and support that technology, both in terms of enabling strategic initiatives and maintaining day-to-day operations. It's a lot to handle. With the fast pace of technological advancements, expectations are getting higher. The responsibilities are increasing — but not getting any easier.

Are you finding that any of these issues are increasingly plaguing your IT operations?

- + Are you and your team under pressure to reduce IT costs, increase efficiencies, maximize profitability, and stretch resources to the max?
- + Are IT outages disrupting business operations too frequently? Are you constantly spending budget dollars on repairs and fixes? Is constantly dealing with issues with your IT assets distracting your staff from their core focus, or prohibiting them from working efficiently?
- + Is it difficult to accomplish everything necessary to keep your organization's network optimized, equipment running properly, and its end-users and customers satisfied?
- + Does your team struggle to keep up with IT advancements, the latest security threats, and/or changing business requirements?

It may be time to reach out for assistance. A solution to consider — **US Signal's Remote Monitoring and Management (RMM)**.

RMM to the Rescue

US Signal's RMM service helps keep your IT operations secure, at peak availability, and performing optimally. Offered as a managed service, RMM provides 24/7 monitoring, technical remediation, patch management, automation, and virus protection for your covered endpoints.

During the RMM deployment, you'll 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 services, engineers from US Signal's managed services team will provide additional personal insight

and assistance in remediation. If issues arise, US Signal's team of experts can pinpoint the core issues for speedy resolution before they become problems.

Regularly maintained infrastructure experiences fewer failures, which translates into higher productivity and greater support cost savings.

At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources diminishes. With less time and resources devoted to monitoring and managing your IT assets, your team can focus more on core business functions and strategic initiatives.

RMM Advantages

Focus on what matters most

With US Signal as your infrastructure watchdog, you and your team can devote more energy to core business activities and strategic initiatives rather than managing your IT environment and its problems.

Reduced business impact from IT failures

Combining remote monitoring and patch management helps minimize potential failures that could impact your business. Your IT environment behaves in a stable, reliable manner you can count on.

Improved efficiency of your IT team

US Signal's RMM solution helps you and your team do more with less by automating many of the routine tasks and activities that consume much of your time.

IT expertise and experience at your service

The US Signal team has many years of combined experience and multiple accreditations and certifications from leading technology organizations. Talk to us about the details.

Faster issue resolution

With US Signal's 24/7/365 monitoring, time from failure to issue resolution is drastically reduced. Our technicians always know the health of your monitored environment.

Features

- + 99.99% availability metric for the RMM client interface
- + Built to PCI and HIPAA standards
- + All traffic between monitored endpoints and management infrastructure protected by SSL/TLS encryption
- + 24/7/365 expert support from US Signal's Technical Operations Center (TOC)

Flexible Service Tiers

Choose the service tier that best meets the requirements of your organization.

RMM Standard Tier

- + Patch Management
- + 24/7/365 Advanced Performance Monitoring
- + Performance Reports
- + Alerts and Notifications
- + Monthly Network Health Review

Managed Antivirus, process automation, and remediation are available for an additional fee.

Premier Tier

In addition to the services provided in the RMM Standard Tier, the RMM Premier Tier includes:

- + Managed Anti-Virus
- + Preventive Maintenance and Process Automation
- + 24/7/365 Remote Reactive Remediation
- + Monthly Vulnerability Scanning Review Report

TOGETHER WITH US SIGNAL

One of the biggest advantages of US Signal's RMM is that different service tiers are available, so you can choose the level of support that works best for your company. Plus, US Signal's RMM services are SLA backed for response time objective (RTO) — the maximum elapsed time objective from receipt of alarm within US Signal's alarm management system to customer notification. The availability metric for the RMM client interface connectivity is 99.99%.

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