



Immersive Managed Services



A co-accountability solution designed to watch over your investment.

MBU Immersive is a Co-Accountability solution designed to watch over your investment and ensure problems are dealt with when they arise.

Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our managed Immersive program is the solution for an organization like yours, an organization that demands the utmost in network reliability and quality remote-based service.

Remote IT support and management for a fixed monthly price – it's that simple. We provide all of the monitoring benefits of an internal IT department for a fraction of the price of staffing one. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with remotely as a top priority, all aspects of your network are covered: security, data protection applications and hardware. And where remote support cannot resolve the issue, our trained technicians can be deployed for a low fixed-rate.

Our comprehensive approach means we are your Remote IT department. By optimizing your network's performance it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support – we handle it all remotely for a single, predictable price.

Immersive/How it works:

A small software agent is run on your local server to monitor your infrastructure – including servers, workstations, and basic networking – and report any failures it detects to you, as well as to our MBU Immersive team.

On receiving these warnings, our team springs into action and performs remote repairs and maintenance as required to resolve the issue. Should your users run into issues that aren't detected by our agent, our team offers unlimited remote support to resolve them. Only in situations where remote support is impossible will a technician be sent onsite to perform a billable service call on your equipment.

With Immersive, your hardware is covered by our remote monitoring and repair service, allowing you to rest knowing that any issues are being resolved.

Immersive/ Benefits:

Physical Server - Per Unit

Virtual Server - Per Unit

- Advanced Performance Monitoring
- Remote Automated OS Patch Management
- Remote Automated 3rd Party Patch Management
- Remote Automated Scheduled Preventative Maintenance
- License & Asset Management
- Anti-Virus Monitoring
- Integrated Anti-Virus Management Option
- Remote Automated Configuration Management
- Real Time Server Optimization
- Manage Onsite Backup Deployment & Configuration
- Manage Onsite Backup Performance & Monitoring
- Manage Onsite Backup Software Updates
- Scheduled Onsite Backup Jobs
- Unlimited Remote, Onsite Support as determined by MBU

Baseline Security – Server

- A.I based AV w Pro-active Monitoring 24/7/365
- SandBlast Agent (Threat Prevention, Anti-ransom, Forensics)
- Access/Data Security: Access Control, Secure Media & Documents
- Password Policy & Management
- 2FA

Advanced Network - Per Unit

- Security Monitoring (IPS, Anti X, content filtering) Standard Network - Per Unit
- Security Monitoring (up to 2 DMZs)

Base Network - Per Unit

- Monthly Network Health Review
- Firewall Monitoring
- Router Monitoring
- Switch Monitoring
- Unlimited Remote, Onsite Support as determined by MBU

Baseline Security - Network Firewall

- Access Control, Data Protection, Multi-Layer Security
- Advanced Threat Protection
- External 3rd Party DNS Filtering

Workstation - Per User

- Advanced Performance Monitoring
- Remote Automated OS & 3rd Party Patch Management
- Remote Automated Scheduled Preventative Maintenance
- Remote Automated Managed Anti-Virus
- Requested Additional Helpdesk Support & Onsite Support Billed at T&M Rates

Baseline Security - Personal Devices

- SandBlast Agent (Threat Prevention, Anti-ransom, Forensics)
- Access/Data Security: Access Control, Secure Media & Documents
Anti-Spam
- Malicious Content Control
- Password Policy & Management
- Content Filtering and Internet Control (Cisco Umbrella)
- Internet Restrictions
- Remote Access
- 2FA