

Managed Network

That Gives You Peace of Mind

Organizations tend to underestimate the time and expertise required to manage and maintain network monitoring solutions. You need a partner who can address the root cause of network issues, not just the symptoms. Learn more about the most common causes of network failure and how we can help.

Customer Challenges

System Complexity

It's a specialized skill, requiring an SME to do it correctly. Managing configurations for routers, switches and firewalls can be intricate and prone to errors.

Reliability

Your organization and users require a network that is reliable and provides consistent performance. The network is unreliable or doesn't perform consistently.

Security

It's high risk and you need it done right. Properly implemented Network Security and monitoring is critical to protect the organization.

Ongoing Maintenance

Don't waste your time. The Network and associated monitoring software require regular updates and patches that often need to be implemented on weekends or after hours.

Benefits of a Professionally Deployed & Managed Network Monitoring Solution



Insight into the availability and performance of your network infrastructure



Clear understanding of trends, allowing you to make informed decisions



Freedom to reallocate resources toward other tasks



Earlier detection and faster time to resolution for issues that may arise

Our Services

Network Monitoring

- Monitoring of network devices and connectivity using state-of-the-art monitoring technologies
- Coordination with third party providers—e.g., broadband, phone, hardware—on repair work
- Configuration tracking and change management for network devices
- Alert response, including performance of initial triage and notification to appropriate personnel and third parties for remediation
- Detailed monthly reports including tickets and alerts generated, utilization trends
- Firmware updates and patches

Network Management

- Everything included under Network Monitoring, plus:
- Consistently executed changes and updates based on defined policies
- Port configurations, VLANs, routers, firewall rules and settings
- VPN management and support



Managed Security

Fortify Your Defenses

We represent more than just a security solution; we are an integral extension of your organization, providing peace of mind and enabling you to thrive in a secure, protected digital environment.

Overview:

In an era where digital threats are constantly evolving, Prescriptive offers an unparalleled Managed Security Service that stands as your first line of defense against cyber threats. Our offering encapsulates a full spectrum of benefits designed to fortify your organization's cybersecurity posture:

Professionally Managed Security Infrastructure:

Our state-of-the-art tools and technologies ensure your data and systems are shielded against the latest cyber threats. We manage the complexities of cybersecurity, from monitoring and maintenance to incident response.

Expert Guidance and Consultation:

Our seasoned professionals bring in-depth knowledge and insights, offering tailored advice to enhance your security strategies. Stay ahead of risks with our proactive recommendations and continuous policy and system evaluations.

24/7 Security Operations Center (SOC):

Experience round-the-clock protection with our 24/7 SOC. We provide continuous monitoring and immediate response to any security incidents, ensuring that threats are identified and mitigated swiftly.

Managed Services Standard Reporting

Each month, Prescriptive will email an executive summary report to Customer's Primary IT Contact with metrics from the previous months use of Prescriptive services. The reports will include recommended changes or remediation that needs to be performed based on our experience with and the data available from the in-scope security tools. Prescriptive may modify the metrics used in the executive summary report from time to time as Prescriptive deems fit for optimal efficiency.

SOC Standard Reporting

Prescriptive provides standard monthly summary reports characterizing observations over a specified amount of time. The report includes recommendations after analysts have passively reviewed network communications and host-generated log data. As an example, more policy or architectural elements may be discovered that require attention but don't necessarily result in a high priority ticket.

Our Services

Multifactor Authentication

Email Security

End Point Detection

Continuous Security Updates

Tool Training

Vendor Coordination

Add On's:

- Incident Response Services
- Security Awareness Training
- Vulnerability Management
- Compliance
- Assessments
- Penetration Testing
- Design and Implementation



Managed M365

Focus on what matters most to you

Our team of Microsoft 365 specialists support the day-to-day administration and maintenance of your Microsoft tenant, freeing your team to focus on other IT operational and strategic initiatives.

Our Services



White Glove Onboarding:

- Assess and secure your tenant with strong identity measures
- Continuously monitor for potential drift



Comprehensive Microsoft 365 Tenant Management

- Configure and manage Azure AD, Exchange, SharePoint, Teams, OneDrive, and Office Apps
- Handle tenant issues with proactive monitoring, alerts, and resolutions
- Includes Microsoft Premier Support escalation
- Manage Azure Identity, SSO, MFA, and Conditional Access Policies
- Oversee user onboarding and offboarding



Continual Monitoring & Management

- Establish and follow alert, notification, and escalation procedures



Reporting & Account Management

- Provide monthly reports and quarterly performance reviews to safeguard your investment

What is Not Covered

End User Help Desk

- We do not provide end user support services at this time

Microsoft Purview & Defender

- Data management, compliance, cloud security, and endpoint protection management services are not included.

Managed M365 Benefits

Cost-Efficiency & Resource Optimization

- Outsource your Microsoft 365 services for cost-effective, scalable management by dedicated M365 experts.

Tailored Updates

- Receive curated updates on licensing, feature deprecation, and major changes relevant to your organization.

Expert Training & Insights

- Access our team's continuous training and insights on the latest Microsoft cloud developments.

Reporting, Monitoring & Remediation

- We prioritize and address critical issues, ensuring your tenant runs smoothly.

Optimization Over Maintenance

- Maximize your Microsoft investment with our focus on optimizing your environment.

License Management & Optimization

- Efficiently manage licenses by identifying unused ones and monitoring overall usage

Add On Services

M365 Data Backup

- We also offer comprehensive data backup services for your Microsoft 365 environment, ensuring your data is securely managed and monitored

Managed Azure

Empowering Your Cloud Management

Prescriptive's Azure Monitoring Service is here to help you keep an eye on your Azure resources, ensuring they are always available, performing well, and being utilized efficiently. Our service offers Level 1 Monitoring, including alert triaging, with a 5-minute SLA for notifying you of critical errors or outages, and a 1-hour SLA for alert triage.

Key Customer Challenges Addressed

- **Downtime Prevention:** Ensuring your services are always available and minimizing the risk of downtime.
- **Resource Optimization:** Helping you manage your resources efficiently to avoid over-provisioning or under-provisioning.
- **Cost Management:** Keeping track of the costs associated with your Azure resources to help you stay within budget.
- **Performance Monitoring:** Providing insights into the performance of your resources to ensure they are running optimally.
- **Error Detection:** Capturing and addressing errors quickly to minimize their impact on your services.

Top Three Benefits

1. **Proactive Issue Resolution:** Early detection and notification of critical errors or outages help prevent downtime and ensure continuous availability of services.
2. **Optimized Resource Utilization:** Monitoring utilization metrics helps in preventing over-provisioning or under-provisioning, leading to cost savings and efficient resource management.
3. **Comprehensive Reporting:** Monthly SLA reports provide insights into compliance, cost, and resource efficiency, enabling informed decision-making and continuous improvement.

Monitoring Includes:

Performance Monitoring



Tracks CPU, memory, network, and storage usage.

Utilization Metrics



Monitors resource usage to help prevent over or under-provisioning.

Availability Monitoring



Ensures that services are up and running.

Cost Metrics



Tracks the cost of monitored.

Monitoring Scope

- **Compute and Storage:** Storage Account, Virtual Desktop, Virtual Machines, App Service, Azure Kubernetes Service, and more.
- **Networking:** API Management, Application Gateway, Load Balancer, Virtual Network Gateway, and more.
- **Databases:** MySQL Database Server, Cosmos DB, PostgreSQL Database Server, SQL Database, and more.

Defined Service Levels and SLAs

- **Availability Monitoring:** Monitoring the availability of your selected resources.
- **Performance Monitoring:** Collecting and reporting on resource utilization.
- **Alert Triaging:** Triaging alerts within 1 hour and notifying you within 5 minutes.
- **Error Monitoring:** Capturing errors such as downtime or resource misconfigurations.
- **Cost Tracking:** Monitoring and reporting the usage cost of your Azure resources.
- **Monthly Reports:** We provide a monthly report on SLA compliance and any escalated incidents. Reports also include cost insights and any observed overages or resource inefficiencies.