



# Remote Smart Managed Support

*Mission Critical Support with IT Management Standards*

## The SIGNET Remote Smart Difference

Remote Smart is a Comprehensive Managed Support program for Mission Critical Integrated Security, Network, and Wireless Connectivity platforms. Bringing IT Management Standards to today's complex technology challenges.

### End to End Managed Support

Focus on your business while we focus on your Mission Critical Technology around the clock with up to 24x7 Management & under 30 min remediation response

### Leverage Industry Experts

Collaborate with accredited engineers for all your Mission Critical platforms, removing the challenge of managing multi technology ecosystems

### Reduce Downtime with Proactive Management

With Application Level Health monitoring our teams spot problems before they impact your operation



### Protect against Today's Threats

System Specific Hardening helps make sure critical updates are identified and implemented across your platforms

### Reduce Unexpected Costs

Gain control over all support and remediation efforts with all inclusive Remote Support

### Plan for the Future

Life Cycle Management for all supported platforms to make sure your technology and business goals align

## Remote Smart Breakdown

Remote Smart Managed Support is designed to remove the challenges of multi-technology ecosystems. Bringing IT Management Standards to Mission Critical Platforms.

Managed Support Features	Remote Response	Proactive	Proactive Plus+
Access to Remote Smart Engineers	✓	✓	✓
Vendor Escalation	✓	✓	✓
Incident Management	✓	✓	✓
Remote Support	✓	✓	✓
Remote Smart Client Portal	✓	✓	✓
Response Time Guarantee	✓	✓	✓
System Specific Hardening		✓	✓
Application-Level Health Management		✓	✓
Life-Cycle Management		✓	✓
24x7 Proactive Monitoring		✓	✓
Remote Response - Standard Hours		✓	✓
Remote Response - 24x7			✓
Quarterly Client Report		✓	✓
SIGNET University	✓	✓	✓

### Remote Response

Provides clients, who already have management tools in place, the ability to collaborate when challenges or questions come up.

### Proactive

For clients looking for a proactive approach to management and remediation. Remote Smart Engineers perform on-going preventative maintenance and remediate issues our proactive tools identify, with guaranteed response times.

### Proactive Plus+

Designed for clients, which by nature of operation, require continuous uptime, proactive monitoring, and remediation efforts at all time 24x7. Providing guaranteed response times to challenges and questions around the clock.

## Why Remote Smart

Partnering with SIGNET is more than just access to our Remote Smart engineers. We take a client focused approach to understand your organization and how mission critical technology plays a role. With the goal to align technology plans, system health, and management to get ahead of and eliminate business impacts.

From detailed health checks for onboarding to priority access and the ability to build technology roadmaps with our Innovation Team, our main goal is to partner with your organization to provide the right level of support at the right time. We achieve this by aligning ourselves with top industry manufacturer partners.

