

VLSecureView



As a business owner, you need the security of knowing that your infrastructure is under control — but not the burden of maintaining all your systems and keeping current on all the technologies that are critical to your business. Let VLSystems handle the job with VLSecureView, an exclusive program of remote monitoring, prescheduled network maintenance and engineering support services.

About VLSystems

VLSystems, founded in Irvine, Calif. in 1978, is a Cisco Advanced Security Specialized partner and a Microsoft Gold Certified partner specializing in secure information solutions involving Cisco LAN/WAN, data center and security, Microsoft advanced infrastructure, SharePoint Portal Server, workflow and collaboration, and managed services.

To arrange a private consultation, contact us at (949) 660-8855 or (800) 542-5050.

By taking advantage of our customized support plans, you can enjoy:

Security

- High-level engineers provide expert advice without the cost of a full-time, in-house team.

Predictability

- Remote 24/7 monitoring provides early-warning alerts based on predetermined thresholds.
- Proactive network management makes planning easier and helps resolve small problems before they become large ones.

Reliability

- Better security and higher performance yield increased network reliability and data availability.
- Greater year-to-year continuity of IT knowledge.

How It Works

The VLSecureView service provides system monitoring, reporting and system administration via an encrypted Secure Sockets Layer (SSL) session from an authenticated browser session. An executable agent on each desktop or server collects data from all SNMP-compatible devices and software applications, and then sends it back to the VLSystems Operations Center in encrypted format. If a device provides a Manufacturer's Information Binary (MIB), the MIB data stream can be pointed to an agent installed on one of your network's servers. The information will then be encrypted before being transmitted through a specific firewall port.

The VLSystems SecureView server can also establish a secure remote-control connection from the VLSystems Operations Center to any server or desktop on your network via WinVNC, PCAnywhere, RAdmin or Terminal Services. This allows VLSystems to resolve many problems quickly, without an on-site visit. However, you have the option to lock or unlock VLSystems' ability to establish a remote-control connection, as well as to turn remote action logging on or off.

If suspicious activity is detected, an alert will be sent to VLSystems by e-mail, page and text message, and will appear on the monitoring console at the VLSystems Operations Center. Your staff can also choose to receive alerts. VLSecureView will also monitor all backups and report on their success or failure, along with failure modes and exceptions.



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Benefits

- VLSystems' engineering team specializes in overlapping technologies for a combined skill set equivalent to that of enterprise-level, Fortune 500 companies.
- Close teamwork ensures efficient solutions.
- The range of available expertise available through VLSystems is difficult to find in a single consultant and unjustifiable to retain full-time.
- Internal staff members are freed from network firefighting to concentrate on application-related problems.
- Periodic conferences with VLSystems senior engineers allow you to review operations, spending and resource usage, and to learn about the benefits of the latest technologies.
- Avoid the high cost of investment in learning new and fast-changing technologies.
- Network safety and efficiency through regular installation of software updates and patches.
- Enjoy the benefits of network management without the need to purchase, deploy and maintain expensive software.
- VLSystems engineers serve as part of your strategic planning team to help with technology decisions.

Services

Remote Monitoring

VLSystems' remote monitoring center displays the status of every component being monitored for your systems. Automatic notification reports any deviation from a specified normal threshold.

Prescheduled Maintenance

- Patch installation for operating systems and major Microsoft applications
- Antivirus signature file updates
- Review of error logs and handling of network complaints and requests
- Review and correction of standard backup log files
- Verification of effective systems backup
- Monitoring of server system-event logs for abnormal events, with correction when possible
- Ensuring automated processes are functioning correctly (e.g., database defragment, Microsoft Exchange defragment, antivirus automatic downloads, etc.)
- Monitoring of disk-space usage and system performance
- Checking that all desktops and laptops are up-to-date with the latest antivirus patterns/signature files

This is only a partial list of the maintenance services available; contact VLSystems for additional information.