



# Device Management Support

Cloud5's Device Management Support allows hotels to include device management as part of their MSP engagements. Device Management Support from Cloud5 includes a comprehensive suite of services for monitoring and managing the technical condition of hotel workstations and servers. The information below provides further information on the exact activities offered as part of this service:



## Onboarding

Cloud5 will assign a specialized onboarding team to coordinate all the required activities to ensure a smooth transition to our service desk. A dedicated project manager will coordinate all the device onboarding efforts and assign additional subject matter experts as needed, based on the client's scope of services. Services include (but are not limited to):

- Project plan development and ongoing management
- An onboarding Microsoft Teams site for collaborative document sharing and file uploading
- RMM tool set up, configuration, deployment and testing
- Antivirus set up, configuration, deployment and testing
- Patching protocol development and scheduling
- Patch report generation to establish a baseline
- Knowledge base development
- Standard daily and monthly report review and verification
- Pre-go live training for both clients and service desk associates

# Device Management Support Activities



| SERVICE TYPE     | DESCRIPTION  | INCLUDED | ADD ON |
|------------------|--|----------|--------|
| RMM              | Monitoring and management of workstation health                    | ✓        |        |
|                  | Asset discovery, management, and reporting                         | ✓        |        |
|                  | Tracking CPU, memory, and disk usage                               | ✓        |        |
|                  | Monitoring system logs for errors and warnings                     | ✓        |        |
|                  | Monitoring network traffic for anomalies                           | ✓        |        |
|                  | Tracking hardware and software assets                              | ✓        |        |
|                  | Tracking software licenses   | ✓        |        |
|                  | Generating reports on asset inventory                              | ✓        |        |
|                  | Providing remote access into workstations for troubleshooting      | ✓        |        |
|                  | Running commands and scripts on client systems                     | ✓        |        |
| Patch Management | Scanning systems for missing security patches and software updates | ✓        |        |
|                  | Downloading and installing patches and updates automatically       | ✓        |        |
|                  | Scheduling patch and update installation windows                   | ✓        |        |
|                  | Manual patching and updates on troubled workstations               |          | ✓      |
| Antivirus        | Deploying and installing of antivirus software                     | ✓        |        |
|                  | Configuring and managing antivirus software                        | ✓        |        |
|                  | Monitoring antivirus software for performance and security issues  | ✓        |        |
|                  | Troubleshooting antivirus software problems                        | ✓        |        |