

OTESAT_MARITEL Managed IT Services

OTESAT_MARITEL is a premiere provider of managed IT services committed to helping businesses run smarter, more efficiently, and more secure. We know how vital technology is to your day-to-day operations. With our team of IT specialists providing proactive monitoring, maintenance, security, and backup you can stop worrying about your network and get back to running your business.

Total IT Support that Provides Stability and Peace of Mind

Our reliable service reduces IT costs, improves performance, and protects your network so your business can thrive.

Minimized

The cost of downtime can be devastating. Our proactive maintenance and monitoring keep you up and running.

Better IT security

Sleep easier knowing your data and IT assets are protected with fully managed antivirus, firewall, and backup.

Complete management and support

No more disruptions or distractions. We cover all aspects of your network, from software and hardware to user support.

What's Included

Managed Servers & Workstations

Performance monitoring
Configuration management
Proactive maintenance
Microsoft Windows and 3rd party patch management

Managed Backup

Deployment, configuration, and monitoring
Updates
Scheduled backup jobs
Disaster recovery plan

Managed Security

Antivirus deployment, monitoring, and management
Email protection monitoring and management
Network monitoring
Vulnerability scanning and reporting

Unlimited Support

Remote and onsite for all servers, workstations, and network devices

“How we help you”

Proactive Monitoring

Our proven technology provides up-to-the-minute data on the health and performance of your IT assets. That allows us to identify and prevent issues before users even notice them.

Fast Remediation

Our knowledgeable technicians and state-of-the-art systems allow us to quickly remediate even the most complex issues remotely.

In-Depth Reporting

Everything we do on your behalf is auditable and reportable. We provide regular reports on the issues we identify, remediations performed, and compliance levels so you have complete visibility.

Windows Updates

We take the guesswork out of Windows patching and ensure you never miss a critical fix.

3rd-party Updates

We keep your software secure and running smoothly with the latest features and fixes.

Off-hours Scheduling

We deploy updates around your employees' busy schedules. That means no disruptions.

Clear Reporting

Get peace of mind knowing your devices are compliant and secure.

We monitor



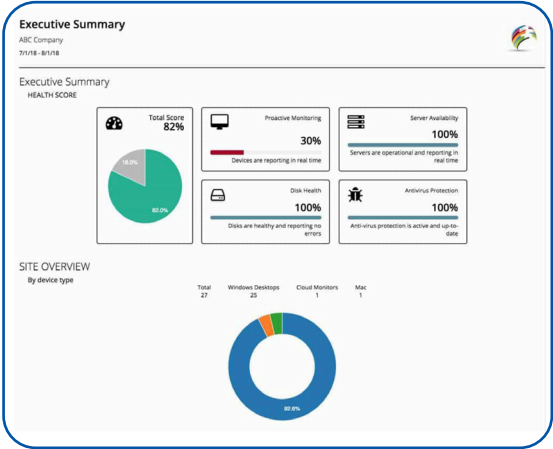
Workstations, Laptops & Servers

- Processors
- Running processes
- Disk volume information & usage
- Memory
- Network adapters and utilization
- Public and private IP address
- Software and hardware inventory
- Services
- User logs
- Event logs
- Microsoft Security Center status
- Windows product key
- Device serial number

Networks & Network Devices

- Managed network devices
- Newly added network devices
- SNMP hardware performance thresholds
- Ping and latency
- Port status and port map monitoring
- SNMP traps
- Configuration monitoring and backup
- NetFlow, jFlow, sFlow, IPFIX
- Syslog

Our practical reporting provides a clear, actionable view of your network's health, from performance to security



Detailed Traffic Reporting

Be confident we're keeping you running at full speed by pinpointing bottlenecks and monitoring bandwidth usage.

Patch Compliance Reporting

Get a clear overview of which devices and systems are fully secure and up to date.

Asset Inventory Reporting

Track the inventory, usage, and health of all your hardware, software, and subscriptions.

We offer



Monitoring

We monitor all your IT assets - workstations, laptops, servers, virtual machines, and network devices to ensure your infrastructure and business-users have maximized uptime and productivity.



On-Site and Remote Support

Our proactive monitoring and automated remediation capabilities minimize tickets, but any time you need support, from day-to-day issues to complex remediations, we are available to support you - on site or remotely.



Asset Tracking

We'll keep track of your assets and their performance, so you know when they need to be retired or upgraded, helping you maximize the value of each asset.



Security and Compliance

We'll bring all your IT assets into compliance and provide protections against common threats through our managed antivirus service, automated patching, and network monitoring.

A smart, cost-effective alternative to traditional break/fix support.

Our approach reduces IT costs, improves performance, and protects your network so your business can thrive.

One simple monthly fee

No hassles. No surprises. Just a consistent, predictable cost that's easy to budget for.

"It just works" reliability

Our always-on monitoring and alerting ensures everything stays running smoothly 24/7.

Proactive maintenance

No more waiting till something is broken and losing productivity while it's fixed. We resolve issues before they become big, expensive problems.

Total support, completely dedicated to

Our team of top-notch experts is your team, there.

Faster, More Effective Problem Resolution

Unlike the Break/Fix model, we're incentivized to resolve issues as quickly as possible, find long-term solutions, and prevent problems in the first place.

Protection from today's cybersecurity threats

Small businesses are big targets for Cyber Attacks. We use the latest technology and expertise to keep your network secure.

Service Features Offering

Services Features	IT on Board Premium Package
Dedicated IT Manager Onboard	
Fleet IT RMM suite	✓
Fleet IT Backup suite	✓
Fleet IT Security	✓
s@tGate Management Platform	✓
VM Manager Platform	✓
NOC supporting tools	✓
Setting up & operating vessel's business & crew network	✓
Application, software, hardware management	✓
Remote installation of programs and software	✓
Vessel network status monitoring	✓
OS patching	✓
IT support	✓
Coordination & communication with SWs suppliers	✓
Vessel's Firewall management	✓
Reporting	✓
Virtual CIO	✓
Retail Price:	€ per vessel /month (1 year commitment)

Services Features	IT on Board Modules			
	Fleet IT RMM	Fleet IT RMM, Back UP	Fleet IT RMM, Security	Fleet IT RMM, Back Up, Security
Remote Monitoring & Management				
Asset Tracking and Management	✓	✓	✓	✓
Remote maintenance and management	✓	✓	✓	✓
PC Monitoring, Maintenance, Patching	✓	✓	✓	✓
Software update and patching - OS patching	✓	✓	✓	✓
Application store and version control	✓	✓	✓	✓
Software Inventory and License Compliance	✓	✓	✓	✓
Remote execution of scripts	✓	✓	✓	✓
Endpoint remote access	✓	✓	✓	✓
Systems Health Monitoring	✓	✓	✓	✓
Network Devices Management System NMS	✓	✓	✓	✓
Performance metrics bundled maintenance actions	✓	✓	✓	✓
Utilization graphs	✓	✓	✓	✓
Event log and Alerts	✓	✓	✓	✓
Syslog Server functionality	✓	✓	✓	✓
Monthly Reporting	✓	✓	✓	✓
Integrated Endpoint Security	✓	✓	✓	✓
Antivirus monitoring	✓	✓	✓	✓
Active Directory integration	✓	✓	✓	✓
Windows Update Sever functionality	✓	✓	✓	✓
Managed Back Up				
File, Folder, Image, VM Back Up		✓		✓
USB Support, NAS Support, One Click Backup/Restore		✓		✓
Database Support, Logging, Scheduled Backup		✓		✓
Workstation Back Up		✓		✓
Server Back Up Monitoring		✓		✓
Managed Full Antivirus Solution				
Endpoint Security			✓	✓
Security Threat Detection and Remediation			✓	✓
Endpoint Detection and Response (EDR)			✓	✓
Email Encryption			✓	✓
Full Disk Encryption			✓	✓