

HIGHPOINT



Managed Services
Your Partner in a Digital World

Our Managed Services Offerings



Keep your IT running at peak performance—efficiently, securely, and without distractions.

- Server Mgmt. & Admin.
- Infrastructure Monitoring & Mgmt.
- EoL Maintenance & Support
- SD-WAN Mgmt.
- Wireless Managed Services
- Unified Managed Endpoint
- Certificate Mgmt. as a Service
- Remote Hands Support
- Hyperconverged Infrastructure (HCI) Management Service

We proactively monitor, manage, and optimize your infrastructure so your teams can focus on innovation, not operations.



Take full control of your cloud journey—securely, cost-effectively, and with expert guidance.

- Cloud Backup & DR Services
- Cloud Migration as a Service
- Managed Cloud Infrastructure
- M365 Mgmt. & Admin.
- Managed Collaboration Services
- Enhanced User Experience & Mgmt.

Whether you're hybrid, multi-cloud, or just starting out, we help you unlock the cloud's full potential with reliable management and disaster-ready continuity.



Stay protected from ever-evolving threats with always-on, expert-led security services.

- Managed Patching
- Vulnerability Mgmt.
- Managed Endpoint Security
- Managed Email Security Service
- Managed Firewall
- SIEM as a Service
- PAM as a Service
- Managed MFA

From endpoints to firewalls to SIEM, we safeguard your environment while helping you meet compliance and reduce risk exposure—24/7.

The HighPoint **Managed Services**

Standard Service Level Objectives (SLOs) & KPIs (Negotiable)

Assessed Incident Impact				
Urgency	Widespread	Large	Individualized	
Critical	P1	P2	P2	
High	P1	P2	P3	
Medium	P2	P3	P3	
Low	P4	P4	P4	
Priority	Description	Response Time	Updates	Time to Resolve
P1	Critical	15 Min	1 Hour	4 Hours
P2	High	15 Min	4 Hours	12 Hours
P3	Medium	1 Hour	24 Hours	24 Hours
P4	Low	4 Hour	48 Hours	48 Hours



HIGHPOINT

HIGHTECH

Our expert team and comprehensive suite of services ensure your IT operations run seamlessly, securely, and efficiently.

Infrastructure Monitoring & Management

Our Infrastructure Monitoring & Management service provides round-the-clock oversight for your critical IT infrastructure. Through proactive 24/7/365 monitoring, our Digital Operations Centers (DOCs) become an extension of your IT department, continually ensuring the health and performance of key network devices like firewalls, servers, switches, VPNs, wireless access points and more. This approach not only detects issues early but also optimizes network performance to minimize downtime and support seamless business operations.

Key Service Features



24/7/365 Monitoring



Customized Solutions



Expert IT Teams



Comprehensive Service Suite



Actionable Insights

Pricing: Pricing for this service is determined by factors such as the size of the infrastructure, the types of technologies in scope, environmental complexity, and required monitoring and response coverage.

Server Management & Administration

HighPoint's Server Management & Administration service provides expert, 24/7/365 management for your physical and virtual servers. Our proactive approach ensures your servers are always optimized, secure and performing at their best, while our experienced technicians handle all aspects of server administration, from monitoring and patching to backup and recovery. With a focus on scalability and compliance, we ensure your infrastructure grows with your business, enabling your IT team to focus on strategic goals.

Key Service Features



24/7/365 Monitoring



Patching and Regular Reporting



Expert Server Administration



Server Optimization



Disaster Recovery and Backup

Pricing: Pricing for this service is determined by factors such as the number of physical and virtual servers in scope, the level of administrative access and responsibility required, patching requirements and frequency, backup and recovery scope, and the overall complexity and criticality of the server environment.

End-of-Life Maintenance & Support

HighPoint's End-of-Life (EOL) Maintenance & Support service maximizes the lifespan of your critical hardware, helping you manage aging equipment without compromising performance or security. Designed to keep essential systems running smoothly while you plan for upgrades, our service includes 24/7/365 support, swift part replacements and on-site engineer assistance. We aim to reduce downtime and keep your focus on core business priorities, enabling you to leverage existing investments before transitioning to new solutions.

Key Service Features

-  24/7/365 Monitoring
-  Next Business Day Replacement
-  Expert Engineering Support
-  Expedited RMA Process
-  On-Site Field Engineers

Pricing: Pricing for this service is determined by factors such as the type and quantity of end of life infrastructure in scope, geographic locations and site coverage, required service levels such as next business day or expedited replacement, on site engineering requirements, and overall support complexity and criticality of the equipment.

SD-WAN Management Service

HighPoint's SD-WAN Management Service provides expert management, monitoring and optimization to ensure your network operates at peak performance. With round-the-clock support, proactive issue detection and tailored network optimization, we help you achieve reliable, secure and cost-efficient network connectivity, enhancing both user experience and operational efficiency.

Key Service Features

 24/7/365 Monitoring

 Expert Troubleshooting

 Performance Optimization

 Proactive Issue Detection

 Security Enhancements

 Compliance Adherence

Pricing: Pricing for this service is determined by factors such as the number of SD-WAN sites and devices in scope, underlying connectivity types and carriers, network design complexity and security policies, required monitoring and response coverage, and the level of ongoing optimization, change, and management support required.

Wireless Managed Services

HighPoint's Wireless Managed Services provide a complete solution for the oversight, optimization and management of wireless networks. Our specialized teams integrate seamlessly with your IT department, offering 24/7/365 support, proactive issue resolution and advanced network optimization. This service allows businesses to fully offload wireless network management, enabling IT staff to concentrate on strategic projects while we ensure reliable, secure and high-performance wireless connectivity.

Key Service Features

-  24/7/365 Monitoring
-  TAC/Vendor Management
-  Proactive Management and Optimization
-  Security Enhancements
-  Real-Time Network Visibility

Pricing: Pricing for this service is determined by factors such as the number of wireless sites and access points in scope, geographic distribution, network design and density, security and compliance requirements, vendor platforms supported, and the level of monitoring, optimization, and operational support required.

Unified Managed Endpoint Services

HighPoint's Unified Managed Endpoint Services provide a holistic solution for endpoint management and security, designed to streamline and secure your device ecosystem. With 24/7/365 monitoring, automated provisioning, patch management and strong security features, we ensure optimal device performance and compliance. Our expert teams handle device management complexities, allowing your business to focus on strategic priorities.

Key Service Features



Pricing: Pricing for this service is determined by factors such as the number and types of endpoints in scope, operating systems and device mix, security and compliance requirements, patching scope and frequency, level of remote management and user support required, and overall endpoint environment complexity.

Hyperconverged Infrastructure (HCI) Management Service

HighPoint's HCI Management Service provides end-to-end management and optimization for hyperconverged environments. With 24/7/365 monitoring, proactive maintenance and scalability planning, we ensure peak performance and robust security, so you can focus on core objectives without IT distractions.

Key Service Features

 24/7/365 Monitoring

 Security Measures

 Proactive Maintenance

 Performance Optimization

 Compliance Adherence

 Integration with Existing
Systems

 Scalability Management

Pricing: Pricing for this service is determined by factors such as the number of HCI clusters and nodes in scope, supported platforms and hypervisors, integration complexity with existing systems, performance and availability requirements, security and compliance obligations, and the level of ongoing management and optimization required.

Remote Hands Support Service

HighPoint's Remote Hands Support delivers on-site technical assistance for IT infrastructure. From troubleshooting to complex installations, our skilled technicians are available to provide hands-on support, ensuring rapid response to IT needs and minimizing operational disruptions.

Key Service Features



On-Demand Expertise



Flexible Engagement Models



24/7/365 Support



Global Coverage



Security and Compliance



Service-Level Agreements (SLA)



Proactive Monitoring and
Intervention

Pricing: Pricing for this service is determined by factors such as the frequency and duration of on-site support requests, geographic locations and site accessibility, skill level and specialization required, service hours and response time expectations, and whether support is delivered on an on-demand or retainer-based model.

Certificate Management as a Service

HighPoint's Certificate Management as a Service delivers comprehensive oversight of your digital certificates, ensuring they are secure, compliant and up to date. We manage the entire lifecycle – from discovery and issuance to renewal and revocation – minimizing security risks and maintaining uninterrupted operations.

Key Service Features

 24/7/365 Monitoring

 End-to-End Certificate Management

 Advanced Automation

 Proactive Monitoring and Alerting

 Robust Security Measures

 Compliance Assurance

 Centralized Control and Visibility

 SSH Key Management

 SSL/TLS Certificate Management

Pricing: Pricing for this service is determined by factors such as the number and types of certificates and keys in scope, supported platforms and environments, automation and integration requirements, monitoring and alerting depth, compliance obligations, and the level of ongoing lifecycle management required.



HIGHPOINT

HIGHGUARD

Our services protect your network, endpoints, and critical assets from evolving cyber threats.

Vulnerability Management as a Service

HighPoint's Vulnerability Management as a Service provides comprehensive vulnerability assessment, detection and remediation. Our expert teams continuously scans your systems for weaknesses, prioritizes critical vulnerabilities and implements timely patches and security measures. By outsourcing vulnerability management to HighPoint, you can ensure a strong security posture and protect your organization from cyber threats.

Key Service Features



Pricing: Pricing for this service is determined by factors such as the number and types of assets in scope, frequency and depth of vulnerability scans, remediation and patching requirements, environment complexity, compliance obligations, and the level of ongoing assessment, reporting, and expert support required.

Managed Firewall Services

HighPoint's Managed Firewall Service provides comprehensive protection and management for your firewall, ensuring the security of your network 24/7/365. Our teams of experts proactively identify and mitigate threats while keeping your firewall optimized with automatic updates and patching. In case of a security breach, our teams are available around the clock to assist with swift recovery, minimizing downtime and data loss. With HighPoint managing your firewall, you can focus on your business, knowing that your network is secure.

Key Service Features

 24/7/365 Global Support Teams

 Centralized Management Console

 Expert Guidance and Support

 Automatic Updates and Patching

 Reporting and Alerts

 Compliance Assurance

 Advanced Threat Prevention

Pricing: Pricing for this service is determined by factors such as the number and type of firewalls in scope, network complexity, security policy requirements, monitoring and response coverage, patching and update frequency, integration with other security systems, and compliance obligations.

SIEM as a Service

HighPoint's Security Information & Event Management (SIEM) as a Service is a comprehensive security solution that provides real-time monitoring, log management and threat detection for your IT infrastructure. By centralizing security data and applying advanced analytics, we help organizations proactively identify and respond to potential threats. Our service offers a unified platform that ensures the security of your digital assets and supports business continuity.

Key Service Features

-  24/7/365 Global Support Teams
-  Centralized Log Management
-  Compliance Reporting
-  Real-Time Threat Detection
-  Threat Intelligence Integration
-  Customizable Dashboards and Reporting
-  Centralized Log Management

Pricing: Pricing for this service is determined by factors such as the number and type of log sources in scope, data volume and retention requirements, environment complexity, integration with existing security tools, monitoring and alerting coverage, and compliance and reporting obligations.

Managed Email Security Service

HighPoint's Managed Email Security Service offers comprehensive protection against a wide range of email-borne threats, including phishing attacks, malware, spam and ransomware. Our advanced technologies and expert team ensure the security of your email infrastructure, safeguarding sensitive data and protecting your organization from cyberattacks.

Key Service Features

 24/7/365 Monitoring and Support

 Advanced Threat Detection

 Data Loss Prevention (DLP)

 Encryption

 Quarantine and Isolation

 User Education and Training

 Compliance Reporting

Pricing: Pricing for this service is determined by factors such as the number of mailboxes and users in scope, email volume, required security and compliance features (e.g., DLP, encryption), monitoring and response coverage, integration with existing email systems, and the level of ongoing support and user education needed.

Privileged Access Management (PAM) as a Service

HighPoint's Privileged Access Management (PAM) as a Service provides a robust solution to manage and control privileged access to critical systems and data. By implementing strong access controls, password management and continuous monitoring, we help organizations mitigate the risks of unauthorized access, data breaches and insider threats, all while improving operational efficiency and ensuring compliance with industry regulations.

Key Service Features

 24/7/365 Monitoring and Support

 Session Monitoring and Recording

 Integration with Existing Systems

 Centralized Privilege Management

 Privilege Elevation

 Customizable Reporting

 Password Management

 Policy Enforcement

Pricing: Pricing for this service is determined by factors such as the number of privileged accounts and systems in scope, complexity of access policies, integration requirements with existing systems, monitoring and session recording needs, and compliance and reporting obligations.

Managed Multi-Factor Authentication

HighPoint's Managed Multi-Factor Authentication (MFA) provides an essential layer of security for your organization by requiring multiple forms of authentication for system access. This robust security measure significantly reduces the risk of unauthorized access, data breaches and cyberattacks. We simplify the MFA process, ensuring that users enjoy a seamless experience while maintaining the highest security standards.

Key Service Features

 24/7/365 Monitoring and Support

 Session Monitoring and Recording

 Integration with Existing Systems

 Centralized Privilege Management

 Privilege Elevation

 Customizable Reporting

 Policy Enforcement

 Password Management

Pricing: Pricing for this service is determined by factors such as the number of users and systems in scope, types of authentication methods required, integration with existing identity and access management systems, monitoring and support levels, and compliance obligations.

Managed Patching

Managed Patching is a proactive solution from HighPoint designed to shield entire IT infrastructures from cyberattacks. Traditional patching methods can leave systems vulnerable during the window between stopping old security measures and deploying new ones. Managed Patching eliminates this gap by automatically deploying critical security patches across various systems, including servers, desktops, laptops, mobile devices and even network equipment. This ensures all devices have the latest defenses in place, constantly fortifying them against attackers seeking to exploit weaknesses.

Key Service Features

 24/7/365 Monitoring and Support

 Session Monitoring and Recording

 Integration with Existing Systems

 Centralized Privilege Management

 Privilege Elevation

 Customizable Reporting

 Password Management

 Policy Enforcement

Pricing: Pricing for this service is determined by factors such as the number and types of systems in scope (servers, endpoints, network devices, mobile), patching frequency and windows, complexity of the environment, level of testing and validation required, and integration with existing IT management processes.



Our integrated solutions are built to streamline operations, strengthen security, and drive growth through the power of the cloud.

Cloud Backup & Disaster Recovery Services

HighPoint's Cloud Backup & Disaster Recovery (DR) Services ensure your organization's critical data is protected and retrievable through automated cloud backups. Our service is designed to safeguard against data loss caused by accidental deletion, hardware failure, cyberattacks, or natural disasters.

Beyond simple backup, we work closely with you to develop a disaster recovery plan tailored to your needs, minimizing downtime and ensuring quick recovery to maintain business continuity. With around-the-clock support from our experienced Digital Operations Centers (DOCs), we provide seamless restoration and recovery, giving you peace of mind that your data is always secure and available when needed.

Key Service Features



Automated Cloud Backups



24/7/365 Global Support and Recovery



Disaster Recovery Planning



Scalable Backup Solutions



Regular Testing and Validation



Proactive Monitoring

Pricing: Pricing for this service is determined by factors such as the amount and type of data to be protected, number and location of systems in scope, required backup frequency and retention periods, recovery time objectives (RTO) and recovery point objectives (RPO), level of testing and validation, and complexity of the disaster recovery plan.

Cloud Migration Services

HighPoint's Cloud Migration Services provide a complete solution for migrating your organization's applications, data and infrastructure to the cloud. We support businesses throughout the entire migration journey – from initial assessment to post-migration management – ensuring a seamless transition to the cloud. Our experienced team leverages expertise in major cloud platforms such as AWS, Azure and Google Cloud to design and implement cost-effective, scalable and secure cloud environments tailored to your specific needs.

Key Service Features

 Deep Cloud Expertise

 Performance Optimization

 Integration Expertise

 Cost Optimization

 Tailored Solutions

 Reporting and Analytics

 Comprehensive Service Offerings

Pricing: Pricing for this service is determined by factors such as the size and complexity of the environment being migrated, number and types of applications and data sets, target cloud platforms, integration and compatibility requirements, migration strategy and timeline, and post-migration management and optimization needs.

Managed Cloud Infrastructure

HighPoint's Managed Cloud Infrastructure takes the burden of managing your cloud environment off your shoulders. We provide 24/7/365 monitoring, security and performance optimization, ensuring that your cloud infrastructure runs smoothly, efficiently and securely. With our team of experts and advanced monitoring tools, we proactively identify potential issues and streamline operations with automation. We generate detailed reports to give you valuable insights into performance, resource utilization and overall cloud health.

Whether you're leveraging AWS, Azure or Google Cloud, our team ensures your cloud environment is scalable, secure and cost-optimized.

Key Service Features

 24/7/365 Monitoring

 Reporting

 Performance Optimization

 Cost Optimization

 Regular Testing and Validation

 Expert Support

 Automated Workflows

Pricing: Pricing for this service is determined by factors such as the size and complexity of the cloud environment, number and types of workloads and resources, performance and security requirements, level of monitoring and optimization needed, integration with existing systems, and frequency of reporting and validation.

Microsoft 365 Management & Administration

HighPoint's Microsoft 365 Management & Administration service offers end-to-end support for your Microsoft 365 (M365) environment. We manage the complexities of user provisioning, security configurations and performance optimization, ensuring a smooth user experience and maximum productivity. Our comprehensive management services allow your IT team to focus on core business objectives while we take care of daily operations, security, compliance and cost control—improving overall system health and performance.

Key Service Features

 24/7/365 Monitoring

 Performance Optimization

 User Provisioning and Management

 Security and Compliance

 Expert M365 Support

 Reporting and Analytics

 Proactive Issue Resolution

 Data Backup and Recovery

Pricing: Pricing for this service is determined by factors such as the number of users and licenses in scope, complexity of security and compliance requirements, level of administrative access needed, frequency of monitoring and reporting, backup and recovery needs, and overall management and support coverage for the M365 environment.

Managed Collaboration Service

HighPoint's Managed Collaboration Services provide comprehensive management and optimization for your Microsoft Teams and Cisco Webex environments. We ensure your collaboration tools run smoothly by leveraging advanced monitoring tools and offering 24/7/365 support. Our experienced engineers proactively identify and resolve performance issues, streamline integration and enhance security, ensuring a seamless user experience for your organization.

Key Service Features

-  24/7/365 Support
-  Integration with Existing Systems
-  Performance Optimization
-  User Experience Optimization
-  Security Measures
-  Compliance Adherence

Pricing: Pricing for this service is determined by factors such as the number of collaboration users and licenses, types of platforms in scope (e.g., Teams, Webex), integration complexity with existing systems, required performance and user experience optimization, security and compliance requirements, and level of ongoing monitoring and support.

Enhanced User Experience Monitoring & Management

HighPoint's Enhanced User Experience Monitoring & Management, powered by ThousandEyes, is a comprehensive solution designed to ensure seamless user interactions and optimize application performance. This service continuously monitors user experience across various digital touchpoints, proactively identifying and resolving issues before they impact users. By leveraging ThousandEyes' advanced monitoring capabilities, and the expertise of HighPoint's UX specialists, this service safeguards user satisfaction, improves application performance and optimizes IT strategies for the best possible user experience.

Key Service Features

 24/7/365 Monitoring and Alerting

 Ongoing Support and Guidance

 In-depth Root Cause Analysis and Reporting

 TAC/Vendor Management and Issue Attribution

 Performance Optimization Recommendations

 Improved User Experience Scorecard

Pricing: Pricing for this service is determined by factors such as the number and types of applications and digital touchpoints being monitored, geographic distribution of users, depth of monitoring and alerting required, integration with existing IT and network systems, level of vendor and TAC management needed, and the frequency and detail of reporting and optimization recommendations.



THANK YOU

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