

Cloud: 24/7/365 AWS/Azure/GCP
Azure: Arc AVD IoT InTune PIM
Purview, Sentinel, Defender
AWS: Aurora, Detective, RDS
GuardDuty, Route53, Lambda



NACaaS: 24/7/365 Cisco ISE
ClearPass, NPS, Forescout,
FortiNAC, ExtremeControl
CloudPath & Portnox options



SDWANaaS: SilverPeak
Palo Alto, Cisco, Cato
VeloCloud Versa Aryaka
Meraki via 24/7/365 NOC



FWaaS: 24/7/365 SOC
for Palo Alto, Fortinet
Juniper, CheckPoint
Cisco, SonicWall, WG



Managed Services Overview

JMXi provides Managed Services & MSSP options across SD-WAN Multi-Cloud, Firewall, SASE, CASB, SIEM, NAC, CA/PKI, Wireless, DAS 5G, SAN, UC Desktop, Digital Workspace, VDI MDM/UEM, SOC & more. Our Engineers have years of experience with all leading MSP/NMS solutions including ManageEngine, SolarWinds, Kaseya, Auvik, Atera, Pulseway, and more. We provide Enterprise IT Staff Augmentation, Field Engineers & Smart Hands Service packages. JMXi can assist with all types of Cloud Network Security Monitoring + Lifecycle Management while handling the needs of any size organization via MSP and/or Enterprise IT Professional Services.

Support Options



- SLA backed Triage & Triple-Tier Escalation via Sr. Network/Security/RF Engineers 24/7/365
- NOC/SOC "Always-On" Live Support via Phone Screen Sharing, or Web Chat with an Engineer
- Automated monitoring, custom e-Mail alerts reporting, metrics, SLA tracking & KPI visibility
- Dedicated Customer Success Manager and Project Manager package options available
- Quarterly Business Reviews, issue remediation planning, SLA adherence tracking + reporting
- 4x primary pricing tiers (Basic, Pro, Enterprise and Enterprise360) to fit any size IT budget

Managed Compliance



- Virtual CISO, SOC, Governance, TRB, ITIL and Enterprise Architecture Compliance packages
- PCI, HIPAA, OT, ICS, IIoT, MIIoT, IoMT industry standard baseline compliance with ongoing security audits, consulting, and monitoring
- ISP, 3rd Party, Vendor/OEM or Internal SLA Agreement tracking, enforcement options
- Customized Standard Operating Procedures Network Diagram Topologies, Runbooks, OAT UAT Test Plans, Migration/Project Plans, RACI Matrices (and more) documentation services

Managed Security



- **24/7/365** Security Operations Center; IT and Physical Security Incident Response services for containment & forensic data gathering
- Proactive incident detection & remediation
- MSSP "As-a-Service" options: SOC, SIEM NGFW, EDR/XDR, UEM/MDM, VAS, PKI/CA
- Customized IT Security Awareness Training Packages to reduce internal risk/exposure
- Virtual Security Guard "Physical Monitoring"
- **Pen Testing:** Internal/External/Wireless/RF Web App, Advanced Onsite Exploits, Physical Breach, Assumed Breach, Social Engineering

IT-as-a-Service



- "WhiteLabel" IT Infrastructure ownership and management flexibility with Your "Partner" Brand/Logo & our Engineers on the back end
- Enterprise IT Staff Augmentation packages to provide All-in-One managed team extensions
- 24/7/365 Field Engineer/Smart Hands support
- DCIM & 3D Rack Elevation, Cable Modeling
- Hardware/Software/RMA/Licensing Lifecycle Management audit reporting costing analysis
- Managed or Hosted Data Center, Colocation Public/Private Cloud WAN ISP Circuits & more

