# Managed Services For Business FAQ
Blue Saffron IT Resource Management

Managed service Vendor evaluation is a process that should not be taken lightly. We thought it useful to publish a number of topics that Blue Saffron regularly discuss during customer engagements.

1. What range of products and services can Blue Saffron manage ?

2. What manufacturers and products are currently supported under Blue Saffron IT Resource Management ?

3. What is the process to conduct the assessment? How long does it take?

4. When and how will I receive Blue Saffron reports?

5. What is the minimum number of computers or servers to qualify for IT Resource Management ?

6. Can our company trial Blue Saffron IT Resource Management before entering into a formal contract?

7. Why should our company trust Blue Saffron to manage our network when we have staff that can do that?

8. How can our company be sure that Blue Saffron will keep us compliant with our specific data security regulatory regime ?

9. How does Blue Saffron ensure that my data is secure when connected to my environment?

10. How do Blue Saffron protect the security of my information?

11. How does Blue Saffron connect to my network?

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- **Blue Saffron IT Resource Management is focussed on the support of IT assets - what other types of products and services can Blue Saffron manage ?**

- Unlike many other offers in today's market place the Blue Saffron offers both great flexibility and breadth. IT resource management is one of many services operated under the managed service mantle - we manage wide and local area networks, telecoms assets, switches an much more. The current service matrix is illustrated below.

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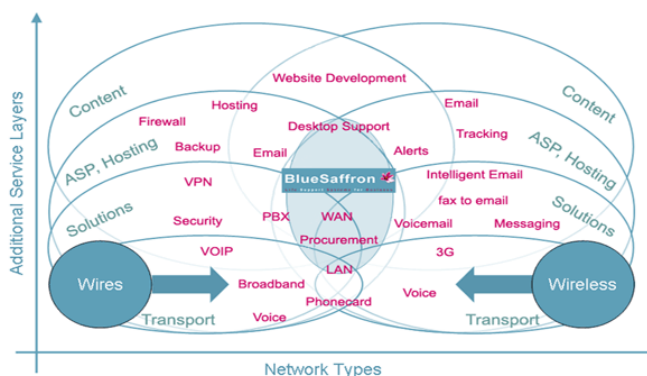
- **Are there specific manufacturers and products are supported under Blue Saffron IT Resource Management?**

- There will be discussion over your current hardware warranties and support arrangements. Blue Saffron supports a very broad range of hardware, some of the more common vendors are shown below:

• DELL	○ • D-LINK	○ • LEXMARK
·3COM	○ • EPSON	○ • LINKSYS
• ACER	○ • GATEWAY	○ • NETGEAR
• BROTHER	○ • HP	○ • SEAGATE / MAXTOR
• CANON	○ • IBM	○ • Juniper
• CISCO	○ • IOMEGA	○ • TOSHIBA
• CITRIX	○ • LENOVO	●
•	○	•

- **SUPPORTED TECHNOLOGIES INCLUDE THE FOLLOWING:**

- From a desktop perspective we manage the full range of Microsoft Windows and Apple operating systems.

- From a server perspective Microsoft windows server operating systems including: Microsoft Windows NT, Microsoft Windows Server 2000 and Microsoft Windows Server 2003 and 2008.

- Specific application support is available on request.

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- **What is the process to assess the suitability of Blue Saffron IT resource management for my company ?**

- As a first step, Blue Saffron will evaluate your network and IT environment.

- A technical service consultant will:

    ⇨ deploy monitoring technology and, under some circumstances, visit your site,
    ⇨ evaluate your IT environment, and
    ⇨ provide you with a detailed report of their findings

IT Resource Management Key Features	
On-site Physical Inspection	A specialist will visit your site and evaluate your network and systems using management software.
Security, Vulnerability and Patch Scans	A comprehensive scan for vulnerability, as well as a patch scan to help you keep up with the relevant operating system patches.
Network and System Performance Analysis	Learn how each device in your network is performing. Gain valuable information including uptime, key operating metrics, capacity, and more.
Asset Inventory	Learn exactly what is attached to your network, where it's located, and its status. For example, find out if any systems on your network have inadequate memory to add new software

The process will typically take 4-5 days . . . . .

The report will typically identify a number of recommendations areas for improvement, amongst which security, reconfiguration of hardware and software, changes to network topology and process and change methodology .

- **What Is The Minimum Number Of Computers Or Servers To Qualify For IT Resource Management?**

Blue Saffron's management system can run entirely remotely but we might typically deploy collection node on a server in your environment. We can deliver value to your business even when managing only one server but typically we manage contracts in the range of 20 to 500+ systems or nodes..

- **Can I try IT Resource Management first before entering into a contract with Blue Saffron?**

The systems implementation process typically involves three stages, A(ssessment) . R(emediation) and the M(anagement) or "ARM". These variously involve Assessment of the current environment Using a combination of onsite and offsite discovery and interrogation techniques a health check of the existing environment is made.

During the assessment phase you can see first hand the value that it can deliver. At the conclusion of the assessment a Blue Saffron representative will contact you to share what we saw during the trial and how Blue Saffron Managed Services could help you more effectively manage your IT environment. Those findings will include the following:

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- Asset identification & vulnerability identification

- Performance metrics

- Optional IT enhancements

- Software patches, hardware recommendations and perhaps policy changes that must be updated prior to Blue Saffron beginning IT Resource Management service beyond the Trial Period.

Remediation follows through on recommendations garnered during the assessment phase. The foundation having been laid the M(anagement) and improvement phase begins – it is during this phase that Blue Saffron provide proactive monitoring and management of the environment.

To find out more contact one of our managed services specialists at +44 844 560 0202.

- **Why should our company trust Blue Saffron to manage my network when we have staff that can do that?**

Blue Saffron's Managed Service is designed to enable your IT staff to focus on the more strategic IT issues, Blue Saffron manages day-to-day activities to keep your IT running smoothly. Blue Saffron's remote management systems, Service Desk and Field Technical Consultants will keep your IT running so your IT staff can focus on more strategic IT questions to help you take your business to the next level.

In the absence of specific IT skills , Blue Saffron's Managed Service can design a solution to ensure that that gap is filled.

An IT department have wide ranging responsibility , typically a relatively large proportion of time is spend on core maintenance routines and responsibilities for example ensuring the network and email are running, supporting end users and troubleshooting, . They're also responsible for more strategic projects directed at evolving business service differentiation or growing revenue or cost reduction, keeping up with the latest and greatest technology, continuing education to stay abreast of industry trends and developing employees. Blue Saffron can work to complement the talents of your current IT staff by helping them with their core responsibilities, allowing them to focus on the activities that will take your business to the next level.

- **How can I be sure Blue Saffron's managed services will ensure security compliance?**

Many businesses, both large and small, are grappling with existing and emerging compliance regulations, including Sarbanes Oxley (SOX), the Payment Card Industry (PCI) or specific legislation related to your own specific industry vertical.

Blue Saffron takes information security seriously. Each member of the workforce is responsible for information security, privacy and regulatory compliance. Blue Saffron's information security program enables the workforce to understand and execute to their responsibility. The information security program is regularly reviewed and updated to align with industry standards and applicable regional regulatory requirements.

Information security is addressed through four key areas of control:

1. Network security

2. Organizational security

3. Application security

4. Compliance controls

For a complete description of Blue Saffron's privacy policy, please see www.bluesaffron.com/privacy

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- **How does Blue Saffron ensure that my data is secure during access to our company's environment?**

All Blue Saffron employees are responsible for compliance with Blue Saffron Information Security Policies and Standards. As part of Blue Saffron's annual compliance training, employees are required to complete an online training course and pass the assessment regarding information security. Additional mechanisms for security awareness and education include articles in corporate newsletters, an internal security website, customer whitepapers, presentation seminars and additional online courses and video training for IT.

Blue Saffron employees are trained on the proper handling of information assets as part of a data classification standard that determines confidentiality requirements.

It is our policy to include privacy and security schedules as part of the legal agreement with our partners and suppliers to address security and compliance requirements as appropriate.

- **How does Blue Saffron ensure security of my company's data ?**

Blue Saffron's information security, legal and privacy departments work to ensure regulations, contractual security requirements and corporate policies with which Blue Saffron is obligated to comply. These requirements cover areas such as intellectual property of the company and our customers, software licenses, protection of employee and customer personal information, proper data protection, data handling procedures, trans-border data transmission, financial and operational procedures, regulatory export controls for certain technology, and forensic requirements.

Mechanisms such as the information security program, internal and external audits/assessments, internal and external legal counsel consultation, internal controls assessment, internal penetration testing and vulnerability assessments, contract management, security awareness, security consulting, policy exception reviews and risk management combine to drive compliance with these requirements.

It is our policy to include privacy and security schedules as part of the legal agreement with our partners and suppliers to address security and compliance requirements as appropriate.

In addition, solutions from our third-party partners undergo risk analysis, threat assessments, and vulnerability assessments where appropriate.

- **How does Blue Saffron connect to my network?**

Blue Saffron connects through two secure means:

1.   Remote monitoring is managed through the Blue Saffron Remote Management software installed when Blue Saffron begins management of your IT environment.

2.   Remote troubleshooting is conducted through use of a secure connection which allows Blue Saffron technicians to "remote control" your system, with your consent and oversight if desired. If you are not receiving Alerts, Resolution, or Management service Blue Saffron can still troubleshoot your environment remotely. Or if necessary, we can come to your location and work with you directly.

Get started today with an Assessment
Start today to reclaim your IT resources, while streamlining your budget and your entire IT environment. The first step is an assessment of your environment which includes:

- Remote System Audit (in certain instances a site visit may be required)
- Security, Vulnerability and Patch Scans
- Network and Systems Performance Analysis
- Asset Inventory

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Technology powers so much of your business, but it shouldn't overpower you. Reclaim your time and resources today.

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