



Redwood Small Business Assurance (SBA)

Affordable, Proactive, Complete

Redwood's SBA program is a proactive solution that covers your entire technology investment. Our comprehensive approach to technology management will allow you to focus on your business without having to worry about technology failure, resulting in costly downtime.

FEATURES OVERVIEW

Flat Monthly Fee

24 x 7 IT Network Monitoring

No Purchase of Application Server

No Upgrade Fees

Automated Security and Virus Updates

Third Party Software Support

Management, System, and Inventory Reporting

Software Deployment & Updates

Email Management and Spam Filtering

Automated System Monitoring Alerts

Network Security Management

User Policies & Enforcement

Monthly On-site "Wellness Check"

Quarterly IT Strategic Meeting

On-Site Technical Support

Monday - Friday 8 a.m. to 5 p.m. Call Center Support

Dedicated Technical Manager and Project Manager

Optional On-Site and Off-Site Disaster Recovery & Back-up

Detailed Reporting Tools

45 – Day, No Obligation Trial

BENEFITS OVERVIEW

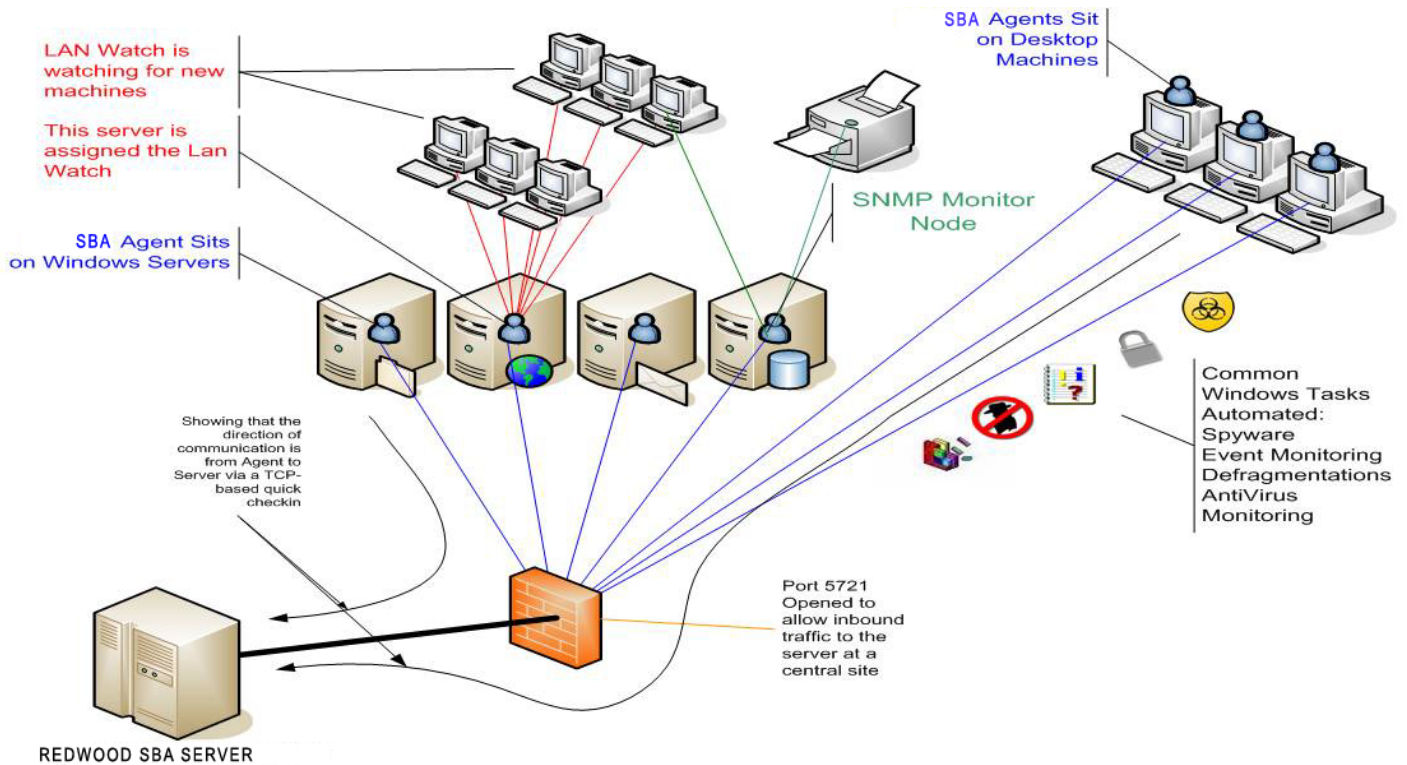
*Immediate response time with significantly reduced issue resolution times.

*Flat fee gives client ability to accurately budget monthly and yearly IT costs.

*Increased network security and decreased downtime due to technology failure, resulting in increased productivity & profit.

*Ticketing and auditing tools assures high-level of service and provides accountability.

Small Business Assurance Network



SBA's scalable architecture allows you to remotely manage and monitor remote Desktops and Servers from an easy to use web-based interface

Redwood IT's integrated web based platform is complete, powerful, secure, and easy to deploy and administer. The SBA Managed Service Framework is designed for IT administrators and staff who need to reduce complexity and increase productivity.

SBA Agent

SBA architecture is central to providing maximum security. Each managed system has a light-weight agent installed initiates all communications back to the server. Since the agent will not accept any inbound connections, it is impossible for a third-party application to attack the agent from the network.

Firewalls

The SBA agent does not need any input ports opened on client machines. This lets the agent do its job in any network configuration without introducing susceptibility to inbound port probes or new network attacks.

Encryption

SBA protects against man-in-the-middle attacks by encrypting all communications between the agent server with 256-bit RC4 using a key that rolls every time the server tasks the agent (typically at least once per day). Since there are no plain-text data packets passing over the network, there is nothing available for an attacker to exploit

Secure Access

Administrators access the SBA Server through a web interface after a secure logon process. The system never sends passwords over the network and never stores them in a database. Only each administrator knows his or her password. The client side combines the password with a random change, issued by the SBA server for each session, and hashes it with SHA-1. The server side tests this result to grant access or not.

Features and Benefits

Workstation Inventory / Computer Audit

Complete computer inventory and software inventory. Scheduled LAN audits. Fully automated and always up-to-date.

Workstation Remote Control / Remote Support

Access computers remotely from anywhere. Secure and configurable. Access workstations behind firewalls and NAT without port mapping or infrastructure changes.

Patch Management

Fully automated security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.

Network Monitoring / Alerts

Instant notification for hardware changes, software changes, policy violations, low disk space, unapproved network access, new devices on the LAN, etc...

Windows Event Monitoring / Alerts

Remotely monitor Windows system event log, application event log, and security event log with user defined alerts.

Software Installation / Update

Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS or other solutions.

Help Desk / Trouble Ticketing

Complete integrated trouble ticketing. User and administrator create/update. Policy based notification. Built-in, online chat for support personnel and end users.

Network Policy Enforcement

Monitor network usage by machine and by application. Define policies and limit network access to only corporate-approved applications.

Backup and Disaster Recovery

Real-time automated disk backup, disk imaging, file level backup, and rapid restores for Windows servers and workstations. Replication ensures backups are automatically stored safely in offsite location.

Integrated Reports

Comprehensive integrated management and operational reports. Customizable. Always available. View online or export to HTML, Word, or Excel.

Maximum Security

Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain text data packets on the network. Nothing for attackers to exploit.

Fast and Easy Deployment

Quickly deploy with no downtime. Automatic discovery and deployment to all local or remote computers.

Agent Requirements

- 333 MHZ Pentium-class CPU
- 128 MB of RAM
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Windows 98, Me, NT 4.0, 2000, XP, Vista, Server 2003
- TCP/IP Outbound Port 52711
- No Inbound Ports