



Lookout

Remote Monitoring and Response

The most efficient way to manage your network infrastructure

Hand Off Your Technology Hassles to Us... 24x7x365

BBH's "Lookout" Keeps watch over your environment – 24x7x365. The Lookout monitoring system alerts our engineers the moment an issue is detected. This enables us to take proactive action to help prevent small problems from becoming big... and expensive! If you have your own IT staff, Lookout can also be the alerting and backstop system for them, with the ability to hand off to our team behind Lookout as needed.

Key elements and benefits

Why you are considering Lookout

- **Improve uptime** – keep your people working and your business growing
- **Streamline compliance activities**, giving you back time to spend growing your business
- **Security** – detect and contain threats by malware and viruses
- **Visibility** – Gain insight into the health and status of your systems environment

What you will receive

- **Monthly reports** for high level management, trend analysis, investment tracking
- **Real-time management** through our robust web portal
- **Remote monitoring and management agent** that runs on each server, desktop, and laptop to deliver rich info and faster troubleshooting
- **Up to 24x7x365 Basic Support** for your Users and Systems environment

Overall Score

99

Desktops		Servers	
Metric	Score	Metric	Score
Antivirus	N/A	Antivirus	100
Malware	N/A	Availability	100
Patches	N/A	CPU Utilization	100
Temporary Files	N/A	Disk Utilization	100
		Memory Utilization	80
		Patches	100

- **Deep SNMP** (Simple Network Management Protocol) connectivity for Voice, AV and Networks to deliver rich info and faster troubleshooting
- **Monitoring and Alerting agents** integrated into the BBH Lookout ticketing system
- **Asset reporting and visibility:** installed software, capacity, utilization and much more



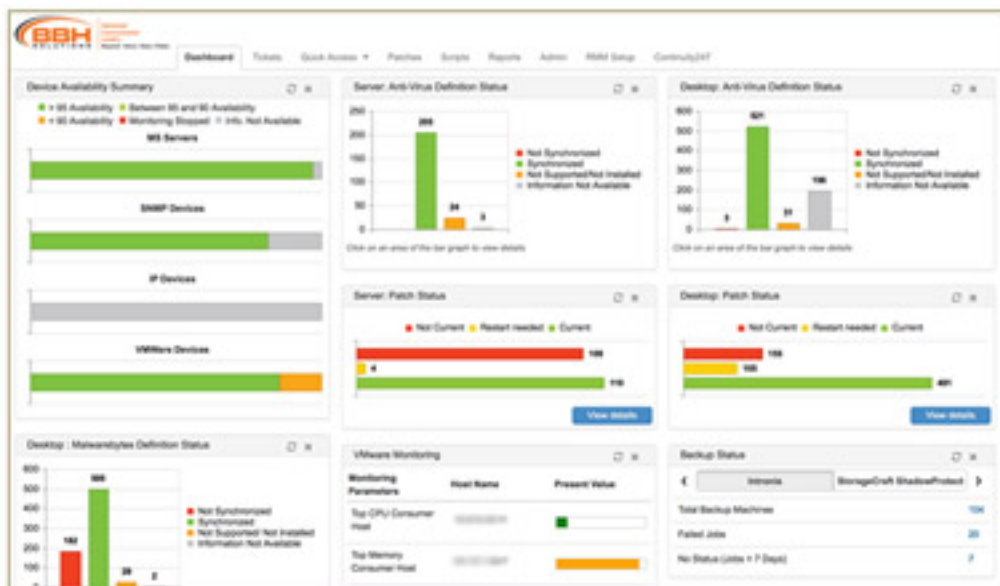
More: desktops, laptops, users

- **Patch Management** - Operating system patches evaluated, installed; status reported real-time and monthly
- **Anti-virus** - Included, along with centralized management of definition updates; status reported real-time and monthly

- **Anti-Malware** - Included for anti-spyware protection; centralized management of definition updates, status reported real-time and monthly

- **Asset Reporting and Visibility** - Installed software, capacity, utilization and much more

Server Monitoring and Care



BBH utilizes active-yet-unobtrusive software to track and analyze your server activity around the clock. When a system or function fails to work properly, an alert is generated and the issue is immediately assessed. Once it is identified, remote agents are mobilized to provide a fix. If needed, an engineer will respond to escalate support.

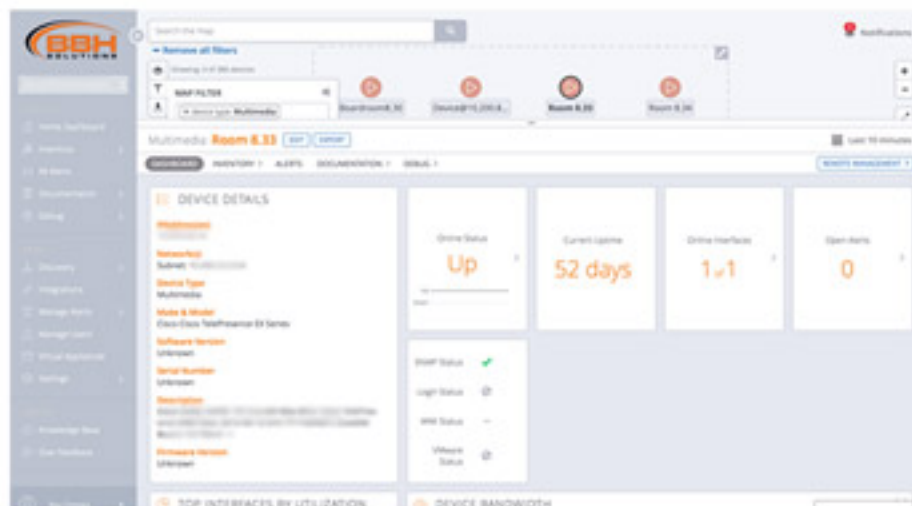
Desktop Monitoring and Care

Our proactive maintenance service for endpoints monitors and addresses common problems experienced by desktop users. Whether it's viruses, spyware issues, or installing patches, we handle it all — quietly and in the background while your employees remain productive.

Network Equipment Monitoring and Care

BBH utilizes active-yet-unobtrusive software to track and analyze your Network gear availability around the clock. When a system or function fails to work properly, an alert is generated and the issue is immediately documented. Once it is identified, in house and BBH staff is alerted. You can also choose to receive these notifications as well.

AV, Voice, and Peripheral Equipment Monitoring and Care

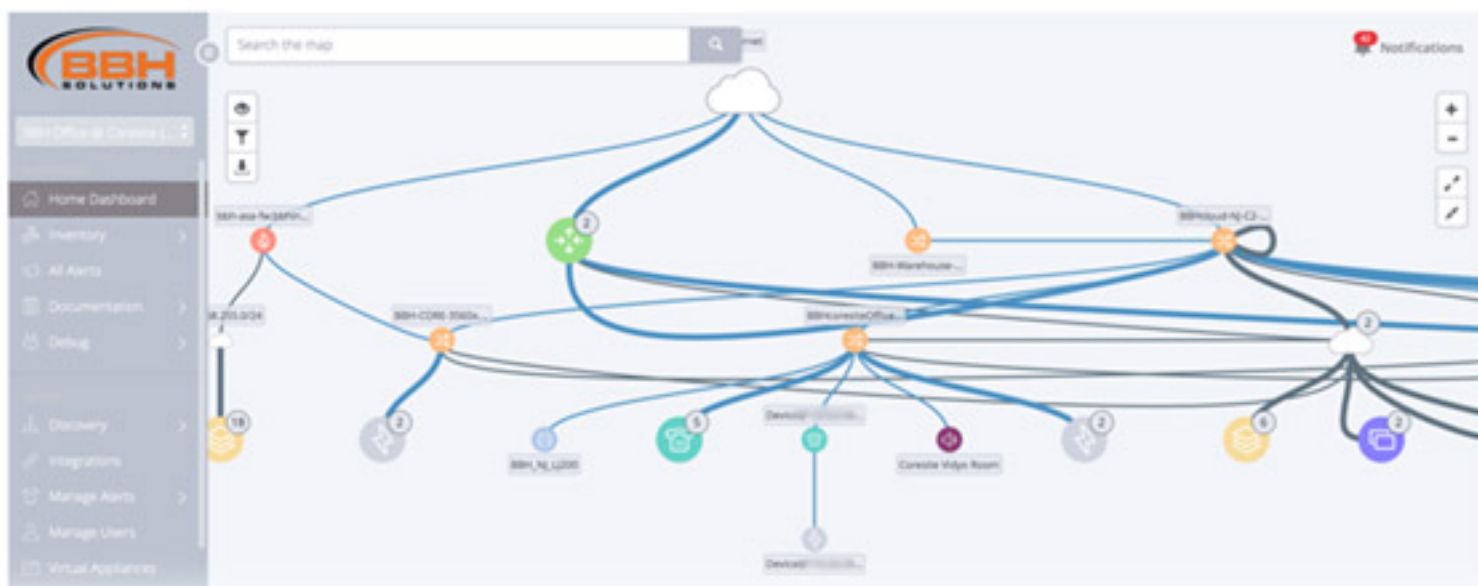


BBH utilizes active-yet-unobtrusive software to track and analyze your AV, Voice, and Peripheral gear availability around the clock. When a system or function fails to work properly, an alert is generated and the issue is immediately documented. Once it is identified, in house and BBH staff is alerted. You can also choose to receive these notifications as well.

AV, Voice and Peripherals Reports

With ongoing monitoring and data collection, rich data is available to compile reports to include all of the following that have relevant datasets available and applicable:

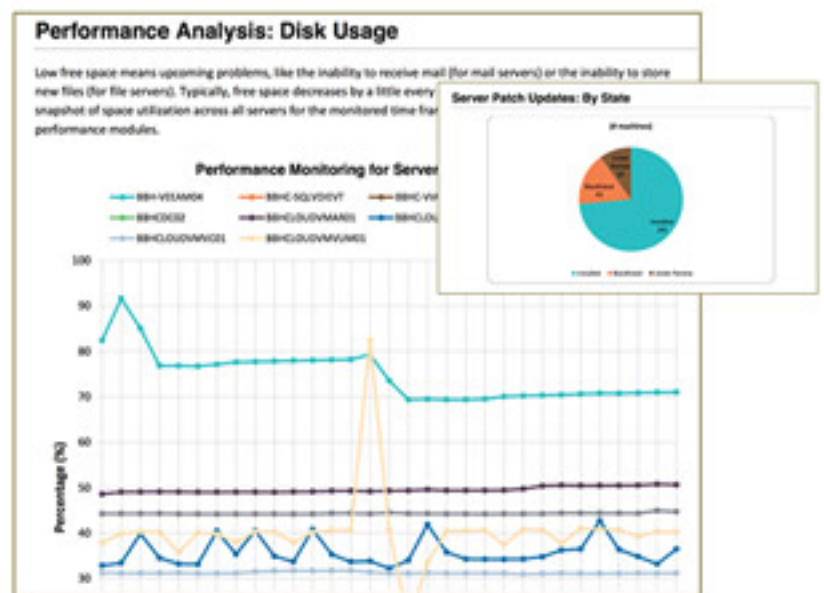
- Deep AV and Network Discovery Information
- Network Map
- Traffic Path Analysis
- Inventory of AV and peripheral Equipment



BBH – Lookout Monitoring, Protection and Endpoint Health – Systems Detail

Coverage for the following Systems and providing the following services:

- **Desktop Monitoring and Maintenance**
- **Server Monitoring and Maintenance**
 - Hosted Antivirus
 - Hosted Anti-Malware
 - Patching Services
 - Detailed Reporting
 - Proactive Alerting



BBH – Lookout Monitoring, Protection and Endpoint Health – AV Detail

Coverage for the following AV and Peripheral gear wherever IP/SNMP capable:

- **AV Routers**
- **AV Switches**
- **AV Firewalls/Border Proxies**
- **Video Codecs**
- **AV Specific Workstations**
- **VTC Cameras**
- **Digital Media**
- **Control Processors**
- **Video Processors**
- **Displays**
- **Audio DSPs**
- **Audio Amplifiers**
- **Touch Panels**
- **Touch Panel Wireless Gateways**

BBH – Lookout Monitoring, Protection and Endpoint Health – Network and Voice Detail

Coverage for the following Network gear wherever IP/SNMP capable:

- **Routers**
- **Switches**
- **Firewalls**
- **Wireless Access Controllers**
- **Voice Gateways**
- **Voice Endpoints**
- **Voice Application Servers**
- **UPS / Power Conditioners**



We see network performance as it happens and can dive into historical logs for deeper analysis

Rich stats help us understand and improve your network health

Project Scope specifics

Lookout Onboarding

The BBH Lookout onboarding process is intended to provide a rapid and thorough framework to gather all of the details we need to support your organization as well as to share information your organization may need. At the completion of this process your team should be familiar with the BBH Lookout portal and our incident tracking (WTT Web Trouble Ticket) and BBH will have the information it needs for rapid response and incident tracking.

The onboarding process will gather detailed valuable information about your organization and how we will interact as your Managed Services Provider. Implementation takes time and this will be outlined to you after our mutual external kick off meeting.

BBH Solutions will work with you to perform the following tasks:

- Install Agents
- Design Lookout policies and policy templates
- Configure Client AD (Active Directory) domain admin account for support access
- Create Client Specific Lookout site in portal and configure options and access
- Configure administrative users and notification template
- Configure patch policies
- Configure NOC (Network Operations Center) Access levels and reboot schedule
- Configure Help Desk info, security request info, and import client profiles
- Populate network info and references
- Populate passwords for access and configure NOC access policy
- Configure Anti-Virus portal site and populate site details
- Configure Anti-Malware for deployment in your environment with policies designed to meet your needs
- Configure GPO (Group Policy Object) for deployment to a set of test desktops and validate installation
- Configure GPO for deployment to a set of test servers and validate installation
- Adjust GPO for deployment to all desktops and validate installation
- Adjust GPO for deployment to all servers and validate installation
- Provide detailed documentation of Lookout configurations
- Baseline Systems Performance
- Fine Tune Alerting
- BBH will provide detailed documentation of Lookout configurations and train your staff on our Lookout web ticketing and reporting system

Note: This scope does not include removal of any existing software agents, including but not limited to Anti-Virus, Anti-Malware, and Remote Monitoring and Management (RMM) Agents.

Requirements

- Active Directory (AD) Account Creation Required for provisioning
- User List
- Access Credentials
- SNMP Credentials
- Customer will provide a list of technology approvers
- Customer will provide a mobile phone number as secondary point of contact for users

Lookout Enterprise Monitoring Plan & Requirements Highlights

- 36 Month Contract
- 24 x 7 x 365 Monitoring, Management and Support
 - **People** – Help Desk, Remote Support
 - **Desktops** - Maintenance, Remote Support, Patching, Anti-Virus, Anti-Malware
 - **Servers** – Monitoring, Remote Support, Patching, Anti-Virus
 - **Networks** – Alerts and Notifications, Network Analytics, Live and Historical Data
 - **AV Networks** – Alerts and Notifications, Network Analytics, Live and Historical Data
 - **AV Gear** - Alerts and Notifications, Network Analytics, Live and Historical Data
 - **Peripherals** - Alerts and Notifications, Analytics, Live and Historical Data
 - **Phones and Voice Gateways** - Alerts and Notifications, Analytics, Live and Historical Data