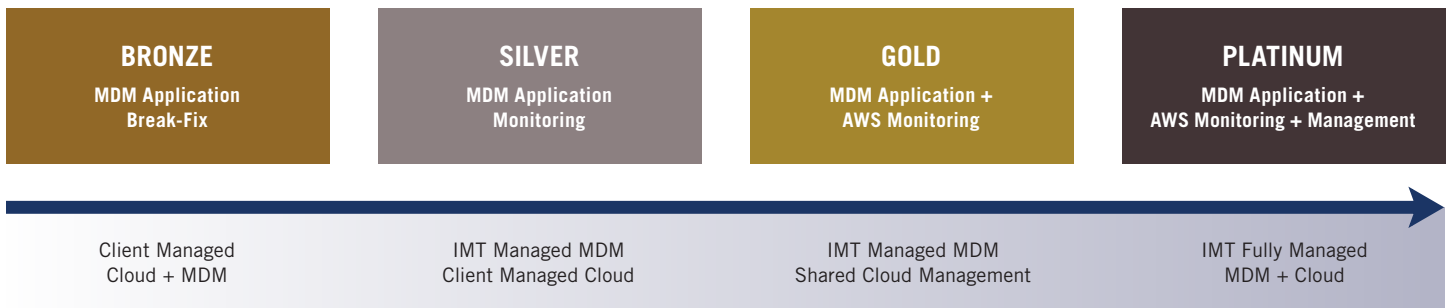


IMT MDM AMS SUPPORT ON AWS

IMT offers unique support and management services to fortify your current MDM infrastructure management and reduce your operational burden and risk. Our AMS support team can fully manage and maintain your AWS cloud infrastructure, security, networking, databases and MDM application components, or you can select the appropriate level given your current AWS skills capability and maturity.

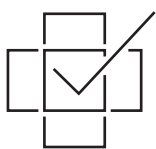


AMS PLATINUM SUPPORT – FULLY MANAGED MDM ON AWS

IMT’s AMS Platinum Support monitors and manages your infrastructure, security, networking, databases and production MDM operations, allowing your organization to focus on what’s most important – your data. AMS Platinum Services provide 24x7 production environment support, full backup and recovery, proactive application and database patching and extensive monitoring.

A Fully Managed MDM platform on AWS ensures that your system is always running the most up to date tools and technologies and reduces the risk of service reliability issues or security threats. The AWS platform will be monitored and managed by IMT AWS-Certified Systems Operations Experts and MDM application operations by IMT SME experts to give you the most comprehensive managed MDM platform available.

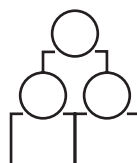
IMT FULLY MANAGED AMS PLATINUM SUPPORT ENSURES THE BEST ACCURACY AND PERFORMANCE



Application Patching



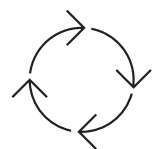
Health Checks



SME Advice



Security Management



Infrastructure Monitoring

IMT + AWS WORK TOGETHER TO DELIVER THE AMS PLATINUM FULLY MANAGED SERVICE:

PATCH MANAGEMENT	OS Patching, DB Patching, MDM Application Patching, Monitoring Tools, Access to Supported Software Updates + Releases
INCIDENT MANAGEMENT	Issue Identification, Diagnosis, Troubleshooting and Resolution or Escalation
OPERATIONAL SUPPORT	Operating System Maintenance, MDM Environment Maintenance, Certificate Management, Start/Stop Services, File + DB Backups, Archival and Retention, Network Security, Firewall Rules, Logging and Problem Reporting
APPLICATION ADMINISTRATION	Application User Authorization integration with Active Directory and Database Access Management
SYSTEM MONITORING	Customer Monitoring Summary Dashboard including monitoring and alerting logs, usage, performance, capacity, system health and service availability
MONTHLY HEALTH CHECKS + SME OPTIMIZATION REVIEW	Monthly MDM Health Report + SME review with recommendations for optimizations for best performance and accuracy

MANAGED SERVICES OPTIONS SPECIFIC TO YOUR NEEDS

If you currently host and manage applications in AWS and have in-house skills and resources manage the infrastructure, IMT offers MDM-focused AMS monitoring and maintenance options at the Bronze, Silver and Gold Levels which may be most appropriate for you.

GOLD	Proactive Monitoring and Reports + 24x7 Severity 1 Response <ul style="list-style-type: none"> ■ IMT monitors MDM + IMT health alerts and collaboratively resolves issues with you ■ Identifies and recommends application patches ■ Facilitates issue troubleshooting and resolution with IBM ■ Supplies detailed reports and dashboards of AWS environment 	<i>Proactive monitoring & reports AWS Cloud Management Assistance as Requested</i>
SILVER	“Single Point of Contact” & MDM Monitoring <ul style="list-style-type: none"> ■ IMT monitors MDM + IMT components and notifies you of issues ■ Identifies and recommends application patches ■ Facilitates issue troubleshooting and resolution with IBM ■ Supplies basic reports on MDM system health 	<i>Application-Level Monitoring IMT is Single Point of Contact for MDM issues</i>
BRONZE	MDM “Break-Fix” Support <ul style="list-style-type: none"> ■ No monitoring or alerts ■ Assistance with issue resolution for MDM and IMT developed components 	<i>Retain full management of platform Access to experts for MDM issue resolution.</i>

Contact us to discuss the optimal AMS Support offering for you at sales@imt.ca



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