

KFP 365 - Managed Service



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KFP 365 is a managed platform that gives our customers rapid remote support, monitoring, IT admin automation & software deployment options across all devices in store using agent-based technology that delivers all the info we need back to our central systems, allowing us to proactively support all in-store environments, 24/7.

We can see issues before they arise, resolving problems before they occur, meaning that our clients can focus on what they do best - offering the best in-store experience for their customers.

The service is backed up by all the required expertise, management and administration by our in-house teams to tailor what we need to deliver, enabling us to offer a truly bespoke platform to each of our clients. The entire platform - from end point monitoring through to remote support, automation, helpdesk and engineer dispatch, is all managed and provided from one single platform, meaning a fully integrated & seamless turn-key solution

If we need to attend site to help with a physical hardware issue, that is covered too. But with our managed service platform, this could happen before a failure occurs - at a time that is more convenient for our customer - rather than simply reacting to an unexpected event.

Key platform features:

- KFP 365 is a secure and fully featured Remote Monitoring and Management (RMM) platform providing a versatile combination of scalability, cost reduction and improved network efficiency
- KFP 365 gives our customers rapid remote support, monitoring, IT admin automation & software deployment options across all devices in store
- KFP 365 is a Cloud-Based solution that is rapidly scalable, accessible and requires no system maintenance
- KFP 365 uses agent-based technology that delivers all the information we need back to our central systems, allowing us to monitor in real-time and proactively support all in-store environments, 24/7
- KFP 365 enables us to see issues before they arise, resolving problems before they occur, meaning that our retail clients can focus on what they do best
- KFP 365 offers patch management that is reliable, flexible, automated and fully tested in the KFP test environment before being rolled out to any customer environment
- When devices need support from a technician, KFP 365 enables our engineers to connect to any device rapidly and securely, regardless of location on any device managed with a KFP 365 agent
- Fast onboarding and migration assistance from KFP's team of highly specialised experts means that you can be up and running quickly

What's included:

| Support Services | KFP 365 | KFP 365 + Secure |
|---|---------|------------------|
| Log support calls direct from agent | ✓ | ✓ |
| OS Patching | ✓ | ✓ |
| Proactive Monitoring & remediation of automated alerts | ✓ | ✓ |
| Monthly customer reporting | ✓ | ✓ |
| 3rd party software patching * | ✓ | ✓ |
| Software Deployment ** | ✓ | ✓ |
| Remote Access & Support | ✓ | ✓ |
| Proactive Monitoring 365 days a year | ✓ | ✓ |
| Proactive Monitoring & remediation of Anti-Virus *** | | ✓ |
| Ransomware Detection | | ✓ |
| * KFP can provide the current list of 3rd party software that can be software patched, additional software can but updated outside of the provided list, however cost may apply. | | |
| ** KFP can provide software deployments of many new applications remotely via scripted deployments. Additional costs may apply to use this service. | | |
| *** This is based on the customer already having Antivirus software on the endpoint to be monitored. If the customer needs an antivirus product KFP can supply for an additional monthly fee. | | |

Key benefits of KFP 365:

- 3-year service, based on the number of devices that needs supporting
- Improved cost efficiency with a per device per month cost model
- Provides access to expert resources
- Ability to scale up or scale down the service as required
- Real-time proactive device monitoring, 24/7 365 days a year
- Instant support with secure Web Remote for one-click remote access to managed devices
- Monitoring alert requests are received instantly for any managed device
- Flexible, tested, automated device Patch Management
- IT admin automation, keeping up with change is seamlessly managed by the platform
- Additional security (anti-virus, anti-malware) available
- Additional network monitoring layer available
- Flexible reports and dashboards configured to customer requirements
- The entire platform - from end point monitoring through to remote support, automation, helpdesk and engineer dispatch, is all managed and provided from one single platform, meaning a fully integrated & seamless turn-key solution
- The KFP 365 service doesn't need to end in-store - All end point devices across your business can benefit from the platform, allowing a consistent approach across the entire business function
- Supported platforms include Windows, Linux, MacOS and VMware

This service is available in modular form, with the core offering focussing on device management, monitoring & IT automation along with security-based enhancements and additions - with other functions soon following so our clients can rest assured that KFP 365 is an ever-evolving service that fits the bill today and in the future.

To learn more, visit www.kfpit.com or contact us now at kfp365@kfpit.com to arrange a free demonstration.

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