

# Managed Services

We create better experiences through technology by **connecting**, **protecting**, and **inspiring** the communities of modern educational and governmental systems.



**300+**  
*SLED  
Partners*



**10,000,000+**  
*Users  
Supported*



**1,000,000+**  
*Assets  
Managed*



**100+**  
*Communities  
Impacted*



**30%**  
*Average Cost  
Reduction*

Technology in SLED continues to evolve at an unprecedented pace and stretched IT teams are tasked with managing an increasingly complex environment. Lockstep and BridgeTek optimize IT operations for hundreds of SLED partners with tailored staff augmentation and managed services that fill critical gaps, allowing IT teams to focus on strategic initiatives and impact their core constituencies.

## Our Approach to Managed Services



### Keep You in Control

Managed services that fit into YOUR strategy, not the other way around.



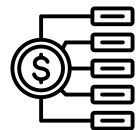
### Tailored, Proactive Augmentation

Strengthen weaknesses and fill operational gaps.



### Future-Proof IT Strategy

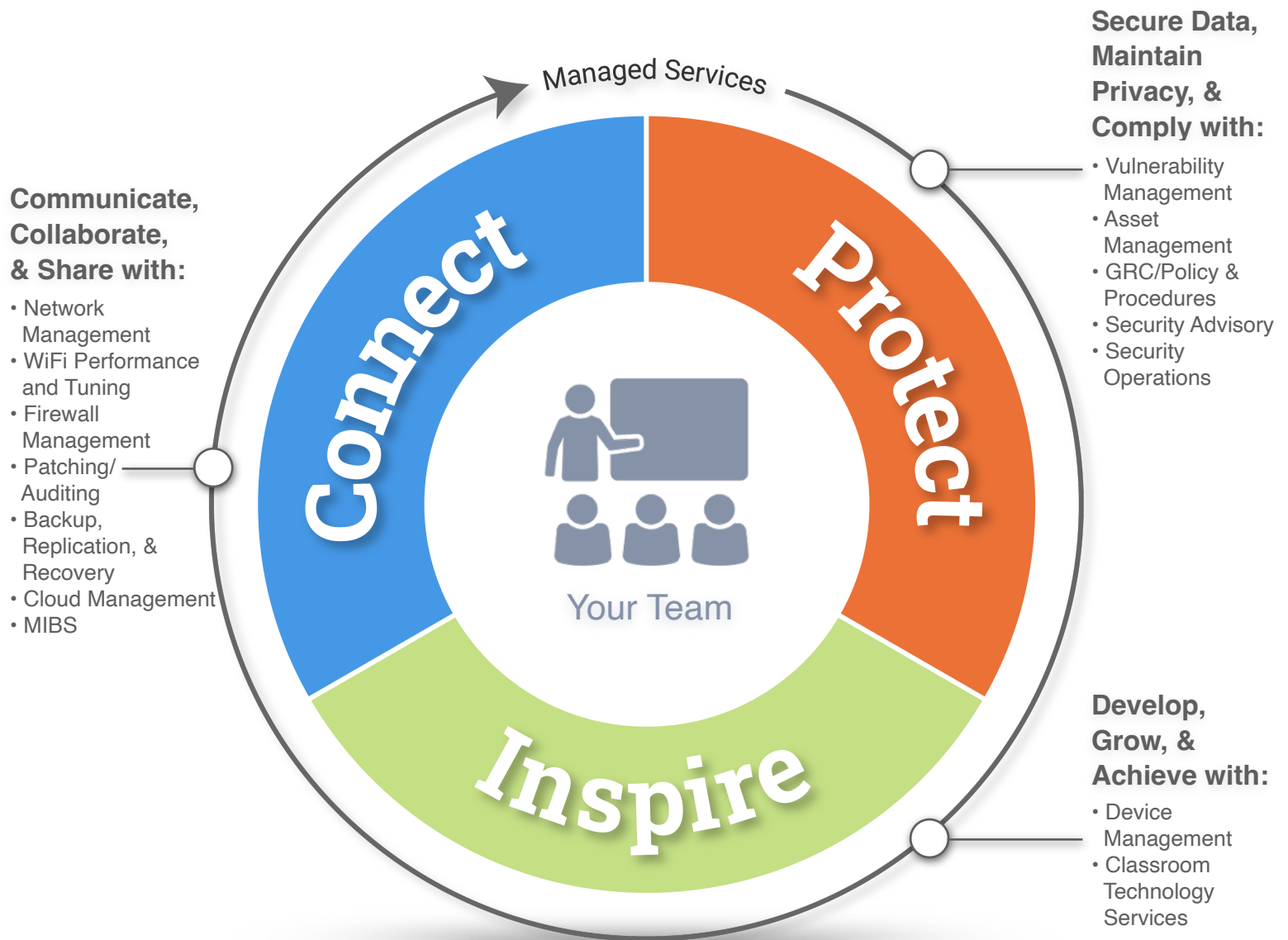
Scaled solutions that evolve with changing technologies.



### Provide Cost Controls

Predictable costs that drive efficiency on a budget.

## Managed Services



## Our Process



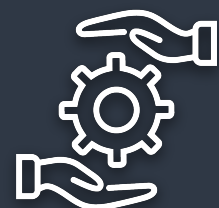
### ASSESS

We start by assessing your current infrastructure and compare it to present and future institutional and district goals.



### DEVELOP

We develop an actionable plan incorporating best practices from across the SLED industry to realize the full potential of a modern campus or workplace.

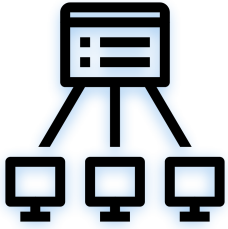


### IMPLEMENT

We implement a strategy that puts constituents first while minding operational and strategic factors including budgets, resources, and key milestones.

# Turnkey Managed Services to *Connect*

## Network Management



We manage almost every aspect of your network so you can focus on your constituencies. RMM enhances your current efforts and creates a scalable and secure infrastructure.

- Proactively manage networks challenged by technological advances and an increasingly virtual experience.
- Enhance network performance to enable user success.
- Apply deep knowledge of industry best practices for immediate results.

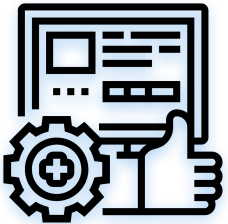
## Wi-Fi Performance Monitoring & Tuning

WiFi Performance is the foundation of a modern organization's productivity, and when it falters, precious time is lost. We remove the anxiety around WiFi performance with regular monitoring, reviews, and optimization tuning to ensure the main user access platform is performing and available on a regular basis.



- Make students, faculty, and constituents more productive by ensuring 24x7 wireless access with robust LAN management.
- Solve problems before they arise with proactive tuning recommendations based on monitored trends.
- Future-proof your Wi-Fi environment with regular updates and patching to stay on top of wireless developments.

## Patching/Auditing

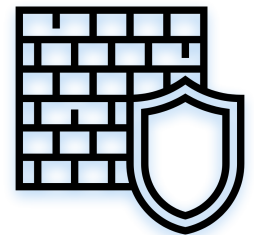


The software that protects your technology ecosystem is in a constant state of change, so schools can not afford to be passive with regards to maintenance. By conducting regular patching and performing outcomes analysis, we continuously secure and update your entire network.

- Keep your entire technology environment secure and up to date to ensure reliable performance.
- Verify the outcomes of patch activity to flag any failures and perform remediation.
- Track patching activity over time to document compliance and gain insights to key trends.

## Firewall Management

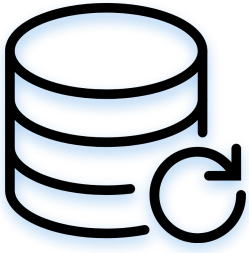
Firewalls are the most critical line of defense between dangerous outside threats and your vital technical systems and precious data. With schools and other public institutions operating under increasing risks, our comprehensive managed network services for firewalls protect your systems through real-time management, proactive maintenance, tuning, and troubleshooting.



- Ensure reliability through expert monitoring of system availability, vulnerabilities, and health & performance.
- Gain insights related to top applications, bandwidth utilization, and user activity.
- Manage blocked URLs, VPN connections, and administrator access.

# Turnkey Managed Services to *Connect*

## Data, Backup, & Recovery



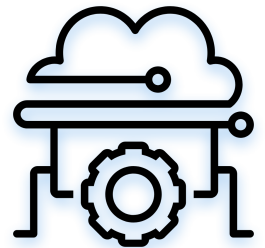
Lost data can wreak havoc on organizations responsible for information that is subject to the utmost privacy. Threats such as ransomware, file corruptions, hard drive failure, system crashes, and user error must be mitigated by ensuring regular, secure, backups that can easily be restored. We protect on-prem and cloud storage data against loss with solutions that meet leading compliance requirements including SOCII, HIPAA, PCI-DSS, ISO27001, and more.

- Keep organized by documenting critical services, application owners, support teams, RPO, RTO, and compliance requirements.
- Ensure recovery of full VM, files, critical systems, and applications.
- Project storage requirements to optimize future purchases.
- Track the success or failure of backups and remediate failed jobs.

## Cloud Management

As technology increasingly shifts to the cloud, busy IT teams must take on new tests to maintain cloud optimization. We provide comprehensive cloud management by implementing and monitoring key functions including asset inventory management, workflow automation, security and compliance, access control, provisioning, and budget management.

- Support mobile learners with cloud architecture that facilitates online learning, collaboration, assessments, video conferencing, and more.
- Maintain high performance to eliminate disruption to learning environments.
- Empower the next generation of AI, VR/AR, and other new learning solutions.



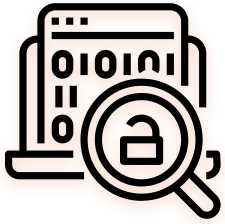
## Managed Internal Broadband Services (MIBS)



Optimize your IT department with a MIBS solution from a partner that serves hundreds of SLED organizations. Operate, manage, and monitor broadband internal connection components from managed Wi-Fi, installation, activation, maintenance, initial configuration, and on-site training of eligible equipment. With decades of experience in E-Rate eligible services, we ensure that K-12 districts can use MIBS to optimize network management.

# Turnkey Managed Services to *Protect*

## Vulnerability Management



In an ever-evolving threat environment, awareness of vulnerabilities is critical to protecting your constituencies. Vulnerability management as a service is one of the best building blocks to securing your assets and staying one step ahead of security threats. While you may have an operating system patching process established, vulnerability management as a service ensures that this protection exists through continuous threat analysis, contextualization, and remediation. Our service will ensure your patching process is effective and help identify third party application vulnerabilities.

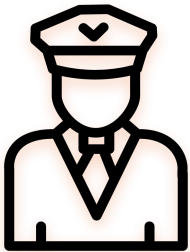
## Asset Management

Enhance downstream security activities with asset management, a foundational security framework component. Accurate identification ensures assets are still relevant to the environment.

- Maintain contracts to track support, fulfillment, and costs.
- Build an accurate, focused patching process.
- Create and manage entitlement reviews and a risk management system.



## Security Advisory



Because of the unique needs of each organization, developing a sound security strategy is a process that requires detailed planning and robust collaboration. Our foundational Security Advisory service starts with a comprehensive assessment that leads to a thorough mapping of your custom security roadmap. We provide this expertise because we understand that most districts are unable to access CISO-level assistance to communicate risk to decision makers and provide necessary guidance.

- Identify vulnerabilities and provide detailed data to support recommendations.
- Present a tailored, compelling case to leadership that illustrates the current state of security and the path ahead.
- Tap the expertise needed to collaborate on progress quarterly and provide semi-annual vulnerability scans and reports.

## Bespoke Security Services

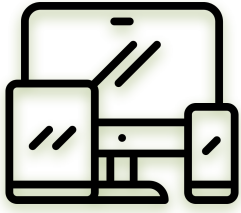
Custom managed solutions to augment your organizations security strategy. These services can address critical policies and procedures development and almost any aspect of security operations. Therefore, whether your ongoing security needs relate to GRC or threat prevention, our skilled security team can act as an extension of yours.





# Turnkey Managed Services to *Inspire*

## Device Management

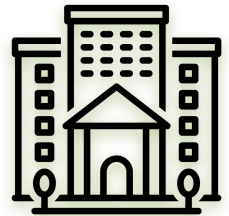


We are committed to helping bring education into the future by integrating devices into K-12, particularly in support of the 1:1 initiative. Our complete turnkey solution, designed to relieve teachers and staff of administrative tasks, includes our “White Glove” enrollment service and ongoing depot repair support for the inevitable accidental damage. We also provide a comprehensive summer refresh program for cascading equipment for the following school year through:

- White-Glove Services
- Onsite Project Management
- Staff Augmentation
- Design Implementation
- Training
- Imaging & Configuration
- Burn-in Testing
- Laser Etching
- Asset Tagging
- Chrome Console Enrollment
- Custom Component Installation
- Secure Destruction
- Asset Management
- Cart Provisioning
- Device Maintenance & Repair
- Device Pick-up & Decontamination

## Classroom & Workplace Technology Services

Turnkey and white-glove custom services are available to maintain technology and devices that are critical to the outcomes of your constituency. As an organization that has deployed, secured, and managed over 1,000,000 devices, you can trust us to maintain your classroom and workplace technologies.



## Our Expertise



Proven track record of delivering success in SLED markets with industry-leading technical expertise.



Experienced with SLED funding and procurement process, making us a true partner for compliance, ease of purchase, and competitive pricing.



Robust industry certifications and a technology vendor network of over 100 partners.