

ANTIVIRUS



Protect your business's systems from unseen computer enemies.

What is antivirus and antimalware?

People use the terms antivirus and antimalware to refer to a category of services that help monitor and protect your computer systems from viruses, spyware, adware, ransomware, or any other threat or cyber-attack that can jam up, slow down, break into or lock you out of (kidnap) your computer system.

What does having antivirus protection mean for your business?

Not only do you have your own business operations to think of – staff productivity, proprietary files, bookkeeping information – but you likely keep valuable customer information in your systems. With strong antivirus and antimalware protection, you limit your exposure to the kinds of malicious software that hackers use to execute cybercrimes (like identity theft) and initiate system wide viruses.



Package includes:

Administration | Support | Maintenance | Reporting
See back for service details.

What is the FullView™ Advantage?

Installed on your machines, the FullView Advantage antivirus and antimalware protection package delivers peace of mind. It is that simple. Proactive management and constant monitoring of antivirus agents and scheduled scan statuses minimize your risk of exposure and potential damage.

How do you know you will benefit?

The first objective of a malicious actor is to disable your virus protection undetected. With that accomplished, your business is vulnerable to blocked email accounts, jammed log-ins, lost productivity or worse – data breaches or catastrophic data loss caused by ransomware or hackers.

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Antivirus Management

Antivirus (AV) management services are designed to provide support using FullView Advantage Endpoint Protection.

ANTIVIRUS SERVICES

SERVICE	TASK(S)
ADMINISTRATION	<ul style="list-style-type: none">• Maintain AV related documentation• Facilitate changes to the AV environment• Client/pattern deployment• Log analysis• Patch deployment• Database management
SUPPORT	<ul style="list-style-type: none">• Properly log all problems and service requests via a trouble ticket• Manage virus intrusions and cleaning• Maintain pattern file levels• Maintain client version• Remote site assistance• Client/pattern deployment issues• Provide interface to other support teams for virus infection related problems as required• Remote-based reconfiguration or restoration of AV client required to return PC to its original functionality prior to the failure
MAINTENANCE	<ul style="list-style-type: none">• Perform required security and problem-resolution patching
REPORTING	<ul style="list-style-type: none">• Availability• Clean and Quarantine report
DEFINITION OF SERVICE FEES	<ul style="list-style-type: none">• Monthly managed service fees are assessed per seat

*Based on FullView Advantage Endpoint Protection.