

# End User Services (EUS)

## Services Supporting Customers

**ForeScout** ForeScout Visibility control of all networked devices.

**Cherwell Mergeable Applications (mApp) Solution**

**Cherwell Service Catalog – Online Application Store**

**KillDisk** Active KillDisk Hard drive sanitation tool

**ReliaSource** ReliaSource Tech Deployment Support Team

**Darik's Boot and Nuke (DBAN)** Hard drive wiping **blancco**

**SnapComms** SnapComms Instant Messaging (IM) Employee Comms SW

**HP Tech Café Market Services** IT Accessories Self-service Vending Machines **HP Tech Café**

**Umbrella** Cisco Umbrella (Formerly OpenDNS)

**Microsoft Deployment Toolkit (MDT)** Automated Systems Installation Framework **Microsoft Deployment Toolkit (MDT)**

**VMware ThinApp** App Virtualization and Portable App Creator Suite

**Druva inSync Endpoint Backup** Enterprise File Sync and Share **druva | inSynu**

**AVAMAR** Dell EMC Avamar Dedupe Backup SW – End User Device Backup

**Bomgar** Remote Support Solutions for Mobile Devices and Computing Systems **BOMGAR**

### Lexmark Services Supporting Printing

**LX Mobile Printing (LMP) App**

**LX Fax over IP (FoIP)** **LX Fax Forward**

**LX Document Distributor (LDD)**

**LX Print Management (LPM)**

**LX Proactive Consumables Management (PCM)**

**LX Data Collection Manager (LDCM)**

**LX Location Based Services (LBS)**

**Asset Relationship Management Sys (ARMS)**

**LX Markvision Ent Printer Fleet Management SW**

**Managed Print Services (MPS)**

**Virginia Business Systems (VBS)**

**LX Cloud Solutions Framework (cSF)**

## Services Supporting PMO

**Cisco WebEx (Internal)** **Cisco webex**

**Cisco Jabber** Cisco Jabber Client (Internal)

**Microsoft Office 365 (Internal)** **Office 365**

**Cisco Unified Comms Mgr (CUCM) / Unity (Internal)**

**Microsoft Exchange (Internal)** **Exchange**

**CORE** Core Technologies Inc. (CTI) Asset Disposition

**Cherwell Asset Management (CAM) System of Record**

**Microsoft Intune Mobile Device Management (MDM)** Servicing macOS, Symbian, iOS, and Android mobile devices **Microsoft Intune**

**Microsoft System Center Configuration Manager (SCCM)** Provides remote control, patch management, SW distribution, OS deployment, network access protection, and HW/SW inventory for Windows devices

**ivanti** Ivanti Patch for SCCM 3<sup>rd</sup> Party Patching

## Security

**Cisco** Cisco Advanced Malware Protection (AMP) Endpoint Security

**McAfee** McAfee Enterprise Security Manager (ESM) Root cause analysis.

**McAfee** McAfee Complete Data Protection Advanced (CDA) Data Control

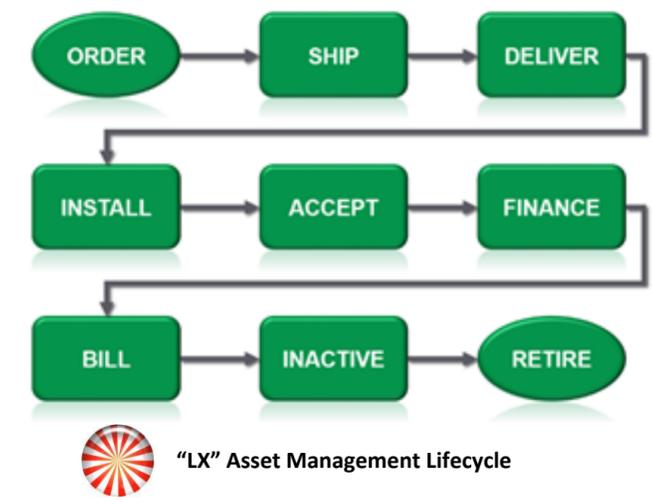
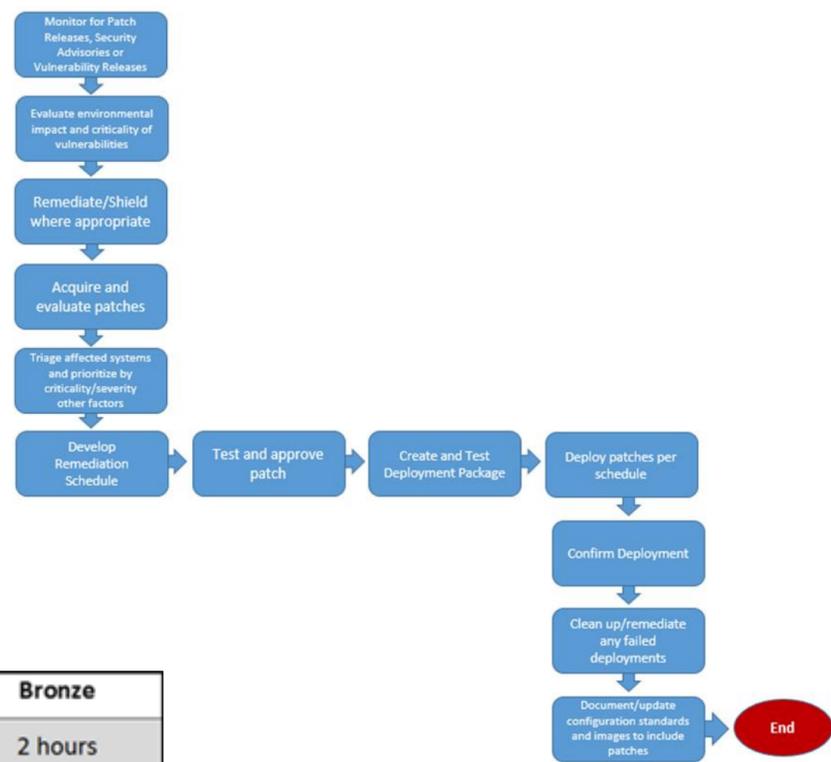
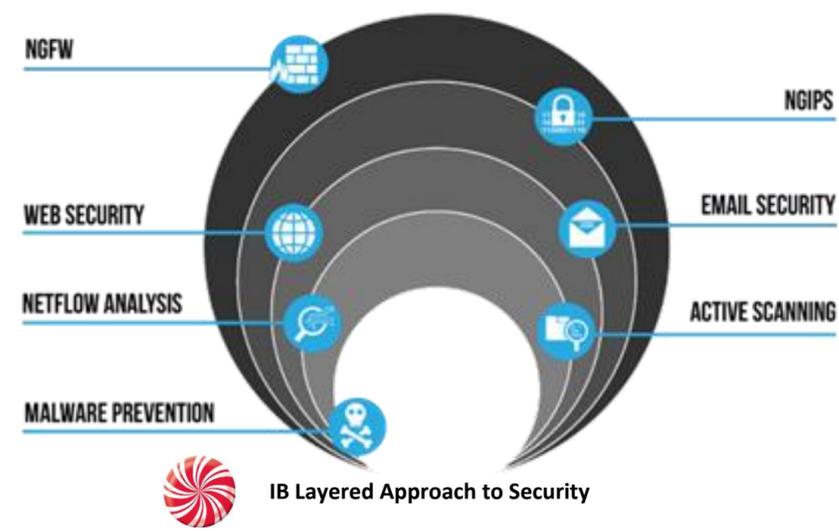
**McAfee** McAfee ePolicy Orchestrator (ePO) Key Component of the Security Management Platform

**McAfee** McAfee Complete Endpoint Threat Protection (CTP) Complete Threat Defense Lifecycle Tool Powered by Machine Learning

**Smart Hands (Cross STS?)** Data Center Facility Services

 = Supplier "IB" symbol used in lieu of actual supplier identification.





	Platinum (VIP)	Gold	Silver	Bronze
Severity Level 1	2 hours	2 hours	2 hours	2 hours
Severity Level 2	2 hours	4 hours	4 hours	4 hours
Severity Level 3	2 hours	6 hours	10 hours	16 hours
Severity Level 4	2 hours	8 hours	48 hours	72 hours

IB Patch Management Process



IB Service Level Response Times

'LX' Security



Features

- Pull printing and access control:** Holds your print jobs in a server queue or on your workstation until an authorized user selects the documents to print while present at the device.
- Mobile printing:** Provides a complete mobile printing system, enabling you to submit jobs to your print queue from any smartphone or mobile device including Android® or iOS devices.
- ID card support:** Integrate card readers with your devices for quick and easy user access. Users can authenticate at the print device using the same card they use to access work facilities.
- Automatic user registration:** Self-registers users, eliminating the need for an administrator to manually enter badge numbers.
- Session-based login:** Allows you to perform multiple output tasks without having to swipe your card or log in again.
- Print preview:** Let's you view each page of your document, change print options, and select specific pages to print.
- Print and keep:** Allows you to keep your documents in the queue so you can print it again later.
- Print job delegation:** Let's you assign a delegate to log in and print documents that are in your queue.
- Online queue management:** Allows you access the web portal to drag files from your document folders and drop them directly into your queue. Also, you can delete documents from your queue or change print settings.
- Purge timeouts:** Let's you automatically delete documents in your queue after a predetermined period.

Send from desktop



Send from mobile



Authenticate



Preview, print, delete or print and keep



'LX' Print Management Options



'LX' Materiality

See other side for model.

IB Service Delivery Method