



## **Managed Services**

- IT as a Service
- Security as a Service
- Cloud Service

## **IT as a Service**

# **CrystalCommand Configuration Management Services**

CrystalCommand Service consists of the following:

- Provide End User with web access to Configuration Management tool
- Perform device configuration change requests from authorized customer personnel
- Maintain a log of device configuration changes
- Daily polling of each contracted Device to determine if configuration changes have occurred
- Capture and archive the latest five (5) device configuration changes.
- Customer-requested report of configuration and changes
- Providing the last archived configuration to assist with rapid recovery in the event of configuration loss (including during any outage or disaster) or changes, or performance issues.
- Reporting on device operating systems and automated loading of updated operating systems