



# OmniWATCH **Pro**® ENTERPRISE

Co-Managed IT Services  
Designed for the Mid-Market

You've built a team that keeps your business running, secure, and growing — and with a fraction of the resources enterprise IT leaders take for granted. Still, the fast pace of IT change continues to challenge even the best of teams, with Gartner identifying talent shortages as a core risk to mid-market technology deployment.

With **OmniWATCH Pro Enterprise**, you gain additional strategic capacity to help realize your IT vision. Your team will be free to focus on your most pressing priorities—while you maintain complete insight into our work. Plus, you receive a monthly block of hours so our experienced team can provide proactive and reactive support as your priorities shift and evolve.



## **We tailor OmniWATCH Pro Enterprise to each client to align with their specific needs:**

- Comprehensive IT Environment Monitoring
- Network Infrastructure
- Datacenter Infrastructure
- Cloud Services
- Cybersecurity
- Data Protection and Disaster Recovery

## **How Your Company Will Benefit from OmniWATCH Pro Enterprise:**

- Enhanced Service Quality
- Improved Employee Productivity
- Greater Business Agility
- Stronger Cybersecurity Posture
- Reduced Downtime and Risk Exposure
- Established Baseline for Digital Transformation



## Proactive IT Operations

Mid-market IT teams are leading critical transformation initiatives while also keeping day-to-day operations running smoothly. OmniWATCH Pro Enterprise extends your team's capacity with a proactive operations plan tailored to your environment, so your staff can stay focused on the work that moves the business forward.

## The Three Key Components of OmniWATCH Pro Enterprise

### #1 - Management & Monitoring



Proactive monitoring and management of your environment, ensuring continuous oversight and early detection of potential issues—all based on our proven technology standards and exceptional track record.

### #2 - Vetted Toolset



Access to our selected technology toolset, aligned with Emerge's industry-leading internal standards and best practices.

### #3 - Tailored Support



A customized block of monthly hours for proactive maintenance and reactive capacity when needed.



### Meticulous Management & Monitoring that Will Impress You

With OmniWATCH Pro Enterprise, your IT infrastructure and data will be in secure, steady hands thanks to:

- **Online Business Management:** We'll monitor and recommend security best practices for your Microsoft Office 365 Exchange email environment. We tailored our service to enhance the security and efficiency of your Microsoft email, reducing security threats and preventing downtime.
- **End Users / Workstation Access:** We'll monitor end-user devices, operating systems, connectivity to your line-of-business applications, IT systems, access needs, and security tools.
- **Server & Application Access:** We'll monitor your operating systems, connectivity to your business applications (with an active vendor service agreement), configuration backups, and oversee general maintenance. We designed these measures to enhance the performance of your environment and reduce the risk of unexpected issues and downtime.
- **Network Infrastructure Support:** We'll monitor your network environment, including firewall(s), switches, and wireless access points.
- **Cybersecurity Safeguard Support:** We'll provide recommendations and best-in-class security and training tools designed to protect your IT assets. These tools include Endpoint Detection and Response, Microsoft hardened security configurations, MFA enforcement, DNS filtering and administration, security awareness training, recurring and proactive PHISH testing, and Dark Web Monitoring for compromised credentials.
- **Data Backup & Replication Support:** We'll monitor your data protection services for your IT environment. We will help ensure successful local backup and remote replication to your backup data center or cloud.
- **IT Operational Governance Best Practices:** We'll work closely with you to ensure we're operating with clarity of responsibilities, aligned to communication expectations, and following consistent procedures

## A Vetted Toolset You Can Trust



We built this offering upon top-notch, enterprise-grade tools. These carefully curated selections are based on our decades of experience; we have done the hard work of identifying, testing, and **selecting serious tools that meet the highest standards of reliability, performance, and security.** By investing in OmniWATCH Pro Enterprise, your organization gains access to this vetted technology toolset. (These are our baseline tools; others are available based on your needs and environment. We offer plan flexibility to best meet your needs.)

TECHNOLOGY TOOL	Enterprise User Plan		
	1	2	3
Remote Monitoring/Management/Patching	●	●	●
Remote Support Agent	●	●	●
Network Documentation Platform	●	●	●
Software Deployment Platform	●	●	●
Monitoring & Dashboard Platform	●	●	●
Advanced Endpoint Managed Detection and Response	●	●	●
DNS Filtering	●	●	●
Privileged Access Management	●	●	●
MultiFactor Authentication	●	●	●
Cloud & Premise Backup Agent	●	●	●
Email Phishing Threat Management		●	●
Security Awareness Training		●	●
Endpoint Vulnerability Management		●	●
External Network Vulnerability Scanning		●	●
Advanced Monitoring Integration & Workflows			●
Dark Web Monitoring			●
Email Authentication Management			●
Third Party Patching			●
Incident Response Retainer			●

TECHNOLOGY TOOL	Front Line User Plan		
	1	2	3
Network Documentation Platform	●	●	●
Cloud & Premise Backup Agent	●	●	●
Microsoft 365 Managed Detection & Response	●	●	●
Email Phishing Threat Management		●	●
Security Awareness Training		●	●
Email Authentication Management		●	●
Mobile Device Management			●

## You May Be Surprised by What These Tools Can Accomplish



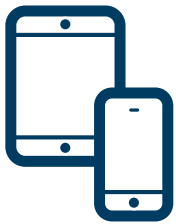
We've mastered the tools in our OmniWATCH Pro Enterprise stack. In fact, many of our customers have been pleasantly surprised to learn that these tools, some of which they've had in-house for years, can accomplish even more for them. **Our expertise comes from our decades of experience and a seasoned team that's skilled at extracting every worthwhile and relevant feature from a tool. We refer to this as our operational maturity, and you benefit from it.**

## Peace of Mind Through Predictable Support: Your Monthly T&M Block



OmniWATCH Pro Enterprise includes a predetermined recurring block of monthly Time and Materials (T&M) hours, giving you peace of mind that expert help is available when unexpected issues arise or when you're seeking a second opinion on an IT matter or challenge. We will work closely with you to determine the appropriate number of hours in your block.

“Working with Emerge has been a true pleasure. Their team’s expertise and proactive approach have been key in meeting our project goals on time. Our strong partnership is marked by their responsiveness and flawless execution. Emerge’s dedication has been vital in achieving our SLAs and objectives seamlessly. I greatly value their commitment to excellence and the role they play in our success.” **JOHN GOETZ, DIRECTOR OF IT, CREMER NORTH AMERICA**



### We Can Manage Your Mobile Devices, Too

You can add mobile device management to your OmniWATCH Pro Enterprise plan.

**Our service includes:**

- Centralized control for all mobile endpoints
- Security policy and compliance enforcement
- Automated app deployment and patching
- Integrated threat detection and response
- Flexible cloud or on-premise management



### Benefit from Flexible Scaling

Customers can increase the users or block of hours in their plan at any time to meet evolving needs.



Ready to Learn More About All That OmniWATCH Pro Enterprise Can Do for You?

We're eager to talk more specifically about how our solution can drive business outcomes and perhaps even reduce costs for you. Contact us today, or schedule a call [here](#).