

AMVION LABS APPROACH DOCUMENT

Managed IT Services

Introduction

At Amvion Labs, our team of industry veterans with over three decades of experience in IT Management and Networking is committed to delivering exceptional managed IT services. We have encountered numerous cases where potential clients approach us after their previous IT Managed Services Provider (MSP) failed to maintain essential documentation. This lack of documentation often leads to inefficiencies and challenges in managing IT systems.

To address these issues, Amvion Labs conducts a thorough on-boarding survey, gathering all necessary information to create comprehensive enterprise-level documentation. This process ensures that we have complete visibility into your IT infrastructure, enabling us to provide seamless support and maintenance.

Key IT Documentation Services

1. IT Systems Documentation

We meticulously document your entire IT infrastructure, covering:

- **NetworkServers**
- **BackupSystems**
- **CloudServices**
- **BusinessApplications**



This comprehensive record is essential for smooth transitions and ongoing support, ensuring that future employees or MSP's can easily understand your setup.

This documentation is updated quarterly to ensure all information is current and accurate.



2. Change Control Register

Our state-of-the-art Ticket Management System tracks all significant changes to your IT systems. This documentation helps identify recent modifications that may affect system performance and supports smooth upgrades and installations.

3. Software Asset Register

We maintain a detailed record of all software assets, tracking licenses and usage. Our Asset Management Solution provides comprehensive oversight, including non-IT assets, ensuring efficient software utilization and compliance.



4. IT Hardware Asset Register

Our automated solution tracks all IT hardware assets, preventing overspending and ensuring proper allocation. Asset tags are assigned to all managed devices, providing detailed hardware and software information. Do check Home - Sampat (amvionlabs.com) for more information.

5. Secure Configuration Documents

Amvion Labs establishes standards for creating user accounts, servers, and computers. We define approved applications, disabled services, and blocked ports, reviewing these standards regularly to align with the latest security guidelines.





2. IT Risk Register

We develop an IT Risk Register that outlines all known risks, current controls, and suggested controls. This document is reviewed regularly to ensure that all potential risks are mitigated effectively.

7. Network Diagrams

Logical Network Diagram: Illustrates IP addresses associated with different network segments, VLANs, and DMZs.

Physical Network Diagram: Depicts the physical layout of servers, routers, firewalls, and other key devices, reviewed every three months.



8. Static IP Address Allocation

We maintain documentation of all static IP addresses to avoid conflicts and ensure proper network configuration.

9. Key Credentials Database

A secure database of credentials for key system accounts and devices is maintained, ensuring access control and security.

Our Commitment

Amvion Labs is dedicated to maintaining these high standards in managing your IT infrastructure. Our certified engineers are available on-demand or full-time, and we offer flexible Service Level Agreements (SLAs) tailored to your needs. Contact us to learn more about how we can support your business with our managed IT services.