



Executive Summary Report

Description: This report shows the health of the delivered Managed Services.

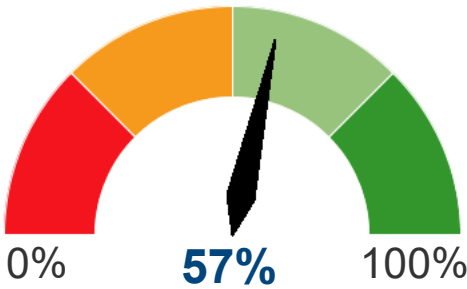
Create Date: 05 FEB 2026 09:16 (EAT)

Sites: Serenity Spa

Devices: 48

SUMMARY

The Overall score represents the overall health of the network. The score is influenced by the results of different services that are delivered below.



Services Delivered	Score
Asset Management	97%
Monitoring	59%
Patch Management	25%
Software Management	10%
Antivirus	97%
Average Score	57%

Asset Management

The Asset Management score represents the capability of the network to function as is required by today's standards. Compliancy checks are made against the device to ensure devices meet the set criteria. Included in the checks are Warranty Status, Disk Capacity, Memory Capacity and if the Operating system is still supported.

Monitoring

The Monitoring score is influenced by the open monitoring alerts for the network. The total number of open alerts influence the score, a higher priority is reflected by a increased weight in the calculation. A lower score means that issues are seen but have not yet been resolved.

Patch Management

Regularly installing Microsoft Updates is essential for keeping the network secure. The Patch Management score represents the current state of Microsoft Updates in the network.

Software Management

Keeping commonly used 3rd party software applications updated significantly helps keeping the network secure. Attackers often try to exploit security vulnerabilities in these applications. This score indicates the compliance level of the managed devices.

Antivirus

An Antivirus product on all devices is essential for keeping the network protected against malware and other threats. The Antivirus Score represents if the Antivirus solution is installed, running and up to date on all devices.

Proactive Maintenance

Any network requires proactive maintenance to ensure its availability, security and performance. The report contains a list of regularly scheduled automated activities. No score is calculated based on these activities.

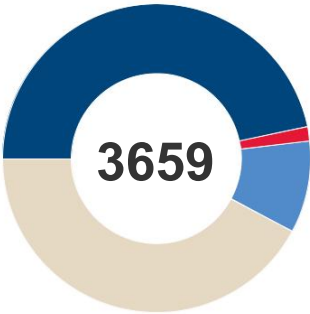
ASSET MANAGEMENT (97%)

Device Type	Total Managed	Added Last 30 Days
Laptop	28	0
Desktop	16	0
Server	4	0
Total	48	0

Device Health Check	Passed	Failed	Score
Devices must have at least 15% free space on System Drive	47	1	97%
Devices must have at least 3.8 GB of memory installed	47	1	97%
Windows Devices OS must be supported by Microsoft <i>Unsupported devices are those running Windows 8.1 and under or Windows Server 2012/2012R2 and under.</i>	47	1	97%
Device must be within warranty	0	0	100%
Average			97%

MONITORING (59%)

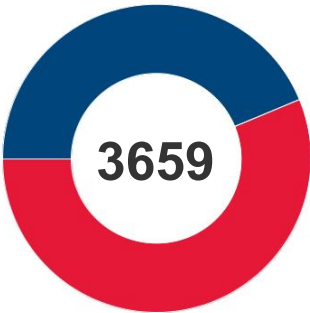
Total Alerts by Priority



- Critical: 56
- High: 1707
- Moderate: 353
- Low: 0
- Information: 1543

Alert Priority	Raised	Resolved	Unresolved	Score
Critical	56	55	1	98%
High	1707	1	1706	0%
Moderate	353	4	349	1%
Low	0	0	0	100%
Information	1543	1541	2	99%
Average				59%

Total Alerts by Device Type



- Unresolved: 2058
- Resolved: 1601

Device Type	Raised	Resolved	Unresolved
Laptop	782	582	200
Desktop	2436	923	1513
Server	441	96	345
Total	3659	1601	2058

Top 5 Servers by Alerts

Device Name	Description	Critical	High	Moderate	Low	Information
SERGIG-SVR	Gigiri-svr	4	5	197	0	8
SERKRN-SEVR	SERKRN-SVR	11	56	54	0	22
SERKIT-SVR	SERKIT-SVR	21	15	1	0	9
SERTIG-SVR	JANI-QUICKBOOKS	20	16	2	0	0

Top 5 Other Devices by Alerts

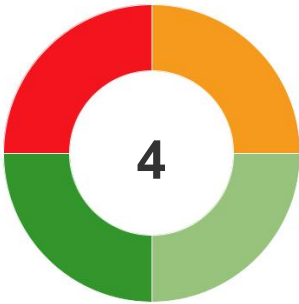
Device Name	Description	Critical	High	Moderate	Low	Information
SERKERN-KITCHEN	SERKERN-KITCHEN	0	521	2	0	121
SERTIG-KITCHEN	SERTIG-KITCHEN	0	450	2	0	127
SERKIT-KITCHEN	SERKIT-KITCHEN	0	235	2	0	216
SERGIG-EPHRAIM	SERGIG-EPHRAIM	0	25	0	0	96

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Device Name	Description	Critical	High	Moderate	Low	Information
SERKIT-FRONTDESK1	SERKIT-FRONTDESK1	0	3	0	0	109

PATCH MANAGEMENT (25%)

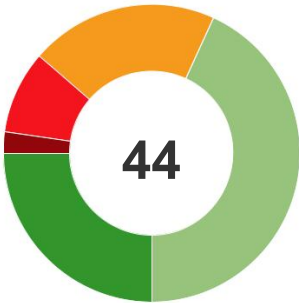
Server Patch Status



- Fully Patched: 1
- Approved Pending: 1
- Install Error: 1
- Reboot Required: 1
- No Data: 0
- No Policy: 0

Total	Fully Patched	Score
4	1	25%

Workstation Patch Status

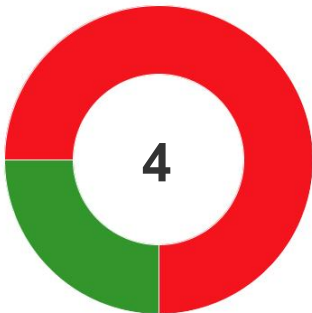


- Fully Patched: 11
- Approved Pending: 19
- Install Error: 9
- Reboot Required: 4
- No Data: 1
- No Policy: 0

Total	Fully Patched	Score
44	11	25%

SOFTWARE MANAGEMENT (10%)

Server Software Status



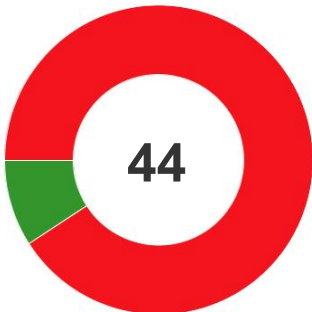
Compliant: 1

Not Compliant: 3

Unmanaged: 0

Total	Compliant	Score
4	1	25%

Workstation Software Status



Compliant: 4

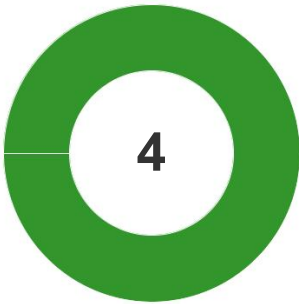
Not Compliant: 40

Unmanaged: 0

Total	Compliant	Score
44	4	9%

ANTIVIRUS (97%)

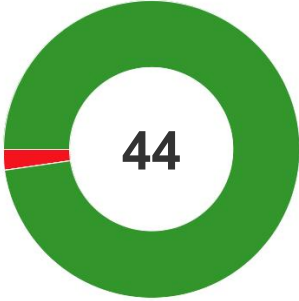
Server Antivirus Status



- Running and Up to Date: 4
- Not up to date: 0
- Not Running: 0
- Not Detected: 0

Total	Up to date	Not up to date	Not Running	Score
4	4	0	0	100%

Workstation Antivirus Status



- Running and Up to Date: 43
- Not up to date: 0
- Not Running: 1
- Not Detected: 0

Total	Up to date	Not up to date	Not Running	Score
44	43	0	1	97%

PROACTIVE MAINTENANCE

No Data
