



OVERVIEW

NETRIO is a support organization. We are a comprehensive managed service provider with a focus on monitoring, validating, escalating, remediating, managing, and protecting IT assets. Since 2003, NETRIO has been helping clients solve technology issues by supporting IT infrastructure with our geo-redundant 24/7/365 Network Operation Centers.

We exist to allow our clients to operate at full capacity, so they can own the most strategic initiatives for their organization.



KEY FEATURE AND DIFFERENTIATORS

All organizations are unique and so is their need for IT operational support. NETRIO prides itself in being able to provide the right level of support in order to optimize a client's current IT resources. We start at basic 24/7 monitoring or service desk, we can end with fully managed, and all the all support levels in between. NETRIO's flagship solution offering, Vigilance, focuses on operational support with its NOCaaS, Enterprise Support Plus, Cloud Manage Plus, Service Desk, Cyber Secure Plus, and Professional Services. These support offerings provide the flexibility to complement your clients internal staff to make sure that they are operating at maximum uptime 24/7/365. Vigilance provides organizations with the capability to monitor, validate, escalate, remediate, and/or fully manage their unique infrastructure, to improve availability, whether the infrastructure is on premises, remote, a third-party datacenter, or in the cloud. The service can support elements of network, desktops, collaboration, servers, storage, and applications. With our agnostic approach to support, NETRIO is able to service all



LOCATIONS

McKinney, TX

McKinney, TX (1-NOC, 1-HQ)
Austin, TX (1-NOC)

N/A

We do service clients globally with our US-based NOCs



SERVICE OFFERINGS

TELECOM

SIP: NETRIO manages our own Class 4/5 switches and perform LCR between 8-10 carriers as wholesale partner. 120+ million minutes a month today.

Connectivity: Aggregation Services; 30+ Underlays represented under one NOC for support. DIA, BB, MPLS, Private Lines, 4G Wireless, Etc

CLOUD

NETRIO's Cloud Manage Plus (CMP) gives our clients the ability to migrate, monitor, and manage cloud assets from all major public cloud platforms.

Clouds include: AWS, Azure, GCP

INTERNATIONAL

Provide Managed solutions to client all over the global.

Solutions include: Managed Technology Support Services/NOC, SIP, Connectivity, UCaaS, and CCaaS/

carriers and most equipment manufacturers. Vigilance service allows businesses to extend their IT departments with experienced and expert resources, allowing an organization's IT staff to focus on core competencies and strategic initiatives.

IDEAL CUSTOMER PROFILE

All verticals need operational support.

500-5000 employees tends to be a sweet spot for NETRIO technology support

CUSTOMER TESTIMONIALS

"Our partnership with NETRIO allows us to focus on strategic priorities while they keep watch over the daily tactical fires that require immediate attention."

JeffLovejoy, VP of Sales, LAM Technology

QUALIFYING QUESTIONS

Why are you considering a new Managed Service Provider (MSP)? Where is the IT infrastructure, including cloud assets, that will be monitored and/or managed? Are you already in an outsourcing relationship for this infrastructure? If yes, who is your current MSP? Which assets do you need monitored and/or managed? Please provide a brief list of IT inventory, with quantities, makes, and models. If applicable, what are you doing to maintain compliance today? Number of IT Locations (in scope) TOTAL number of Locations? Do you require 24/7/365 support? Do you currently have a Ticket Management System (TMS)? If yes, what is the name of the solution? Are you satisfied with this solution? Do you know if this solution has an open API? Do you currently have a Network Management System (NMS)

UCAAS

Platforms include: Asterisk, 3CX, and Cisco Webex

Why NETRIO: Highly Customizable and very cost effective

SDWAN

Choosing the right SD-WAN solution entails gaining an understanding of your enterprise environment.

Key Pillars: 1. Consultation + Discovery 2. Deployment 3. Monitoring 4. Lifecycle Management

Key Platforms Supported: VeloCloud, Versa, Silver Peak, Fortinet, Cisco.

SECAAS

NETRIO's Cyber Secure Plus (CSP) accelerates and centralizes threat detection, incident response, and compliance management for your cloud, on-premises, and hybrid environments. CSP includes purpose-built cloud sensors that natively monitor your Network Elements, Servers, Desktops, Amazon Web Services (AWS) and Microsoft Azure cloud environments, and cloud applications like Office 365. On premises, lightweight virtual sensors run on Microsoft Hyper-V and VMware ESXi to monitor your virtual private cloud and physical IT infrastructure. With CSP, you can rapidly deploy sensors into your cloud and on-premises environments while centrally managing data collection, security analysis, and threat detection from the NETRIO Secure Cloud powered by AlienVault USM Anywhere

IOT

Proactive monitoring and remediation of IoT assets 24/7/365

CCAAS

Platforms include: Asterisk, 3CX

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and/or Remote Monitor & Management (RMM) application solution in place today?
If yes, what is the name of the solution? Are you satisfied with this solution? Do you know if this solution has an open API? Do you require a service desk that can handle end user support? Do you do this in-house or outsource today? Estimated # of tickets per month? Do you require any onsite support or SmartHands?



INDUSTRY RANKINGS

N/A