

Managed Services Program



OPTIMIZING REVENUE. REDUCING COSTS. MANAGING RISKS.

The Managed Services Program is designed for senior level executives seeking to take a proactive approach in increasing user productivity, reducing costs and optimizing their business assets. By utilizing a proactive maintenance schedule, customers will experience maximum network reliability while making the most of their network, which in turn allows for increased concentration on essential business needs.

One of the greatest challenges of business technology is keeping up-to-date and relevant to a company's mainstream business objectives. A customer's business technology budget can either be spent reactively, putting out fires and smoothing out bugs or proactively to prevent issues from occurring in the first place. By implementing a proactive approach to business technology customers will be able to better organize and monitor their entire network, detect weaknesses before they become an issue and avoid costly downtime.

Benefits of our Managed Services Program include:

- **Improved Productivity** - A proactive business approach is an efficient way to mitigate the risk of downtime, which helps keep network uptime at its highest and aid in detecting network weaknesses before they become an issue. Issues are handled proactively, service levels and customer satisfaction are aggressively tracked and success benchmarks are established.
- **Enhanced Performance** - A proactive business approach is an efficient way to assure your existing network infrastructure performs consistently and optimally, increasing network reliability and improving quality of service
- **Greater ROI - (Return on Investment)** - Proactive support resolves network, server and desktop issues before they reach a critical level, reducing reactive support costs, maintenance costs, and helps gain control of assets

The Managed Services Program also offers many other benefits essential for improved business services:

- Preferred Support Model
- Trusted Advisor
- Industry Best Practices
- Improved Service Quality
- Network Monitoring
- Maximizes Performance, Security, & Availability
- Increased Network Reliability
- Reduce Maintenance Costs
- Peace of Mind

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