



TheNOCMan.com

## MANAGED SERVICES

**MANAGING YOUR TECHNOLOGY SO YOU CAN MANAGE YOUR BUSINESS**

*What we do as your IT group:*

- Manage and monitor servers, desktops, network equip
  - Keep servers and workstation secure
  - Backup data locally and replicate to a remote location
  - Help Desk Services
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- ❖ We understand why your critical business services are so important to your daily operations. This is why we spend so much time aligning out technology to support your initiatives. Building a program that relies on 24x7x365 network monitoring coupled with an aggressive preventative maintenance component ensures optimum uptime for your business.
  - ❖ One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.
  - ❖ This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically reduced, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.
  - ❖ TheNOCMan offers customizable solutions that include Sales & Account Management, 24x7 Monitoring, as well as a Managed Service Desk.
    - **Sales & Account Management:** Your dedicated Account Manager will be a part of your entire experience at TheNOCMan. They will work and negotiate the best possible solution as well as price. Contracts and renewal are handled directly with your Account Manager.
    - **24x7x365 Monitoring:** TheNOCMan offers a 24x7 Monitoring service for your network's infrastructure, servers, applications, storage arrays, etc. With our highly trained and skilled Engineering Team, unexpected downtime can be minimized and prevented altogether. Specialized Reporting and a Customer Access Portal are provided to the end-user.



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- **Managed Service Desk:** TheNOCMan offers Managed Service Desk for you and your business to call or email a ticket to our technicians for end-user support. Tickets can be submitted by emailing [support@thenocman.com](mailto:support@thenocman.com) and the Managed Service Desk calls can be reached 24x7x365.
  
- ❖ TheNOCMan offers a comprehensive suite of tools, technologies and services to bring true visibility to your environment. Our services approach is outlined below and depending on the specifics of your engagement, your organization will gain the benefits from any and all of these services.
  
- ❖ TheNOCMan's Managed Services approach includes:
  - Proactive, Preventative, and Predictive Monitoring and Alerting
    - ◆ Automatic and virtually immediate electronic notification on fault (or other predetermined) alerts via Remote Management Link.
    - ◆ Periodic systems health checks via Remote Management Link.
    - ◆ Tracking of network elements, virtualized environments, servers, applications, databases, and more, with the flexibility to adapt as you add emerging technologies.
  - Administration & Remediation
    - ◆ Manage your monitoring, as well as remediation and administrative action required to ensure optimal infrastructure performance.
    - ◆ Automation speeds response with our alarm database, which fast-tracks alarms and delivers them quickly to appropriate personnel, minimizing downtime and accelerating resolution.
  - Capacity Monitoring
    - ◆ Monitoring and gathering of key metrics to provide proactive view of current and the trend of capacity.
    - ◆ When existing resources near capacity, ensure additional resources allocated prior to issue or outage.
  - Comprehensive Reporting
    - ◆ Wide range of reporting capabilities, including:
      - On-demand portals
      - Customizable self-service reports
      - Regular report distribution
    - ◆ Easy-to-track performance in relation to SLAs and to forecast trends.



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- ◆ Trend spotting capability allows action to be taken before a breach occurs.
  
- ❖ The Managed Service Group can provide routine maintenance services to keep systems as secure as possible, including:
  - Patch Management of Windows Servers
  - Patch Management of Workstations
  - Managed Anti-Virus Solutions for Servers
  - Managed Anti-Virus Solutions for Desktops
  - “Self-Healing” solutions to ensure a High Availability uptime of your network.
  - Managed Local, remote or Cloud backups
  
- ❖ Managed Services Roles & Coverage
  - Sales, Account Management
    - Contracts
      - ◆ Negotiation of initial contract for services and pricing
      - ◆ Renewal of contract
      - ◆ Change Order Requests
    - Relationship Building
      - ◆ TheNOCMan Account Manager will build very close relationships with your staff in order to be more successful at providing solutions
    - Follow-up / Follow-through
      - ◆ Account Managers can be used as the SPoC for a client to reach out to and either be provided a solution or directed to the correct department that can
    - Hardware Sales
      - ◆ All Hardware purchases can be ordered directly with your Account Manager
    - Software Sales
      - ◆ All software purchase can be ordered directly with your Account Manager
  - Managed Group
    - “Supporting your business in the background.”