



## Managed Services

### OVERVIEW

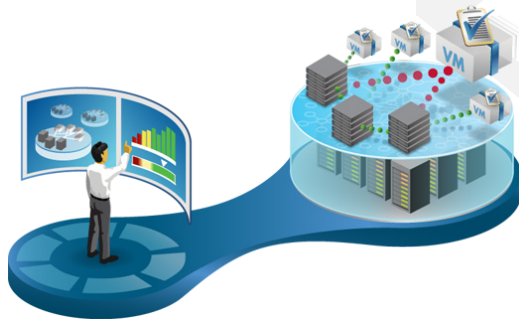
In today's fast-moving business world, the amount of managed data is exploding, new applications and technologies continually demand support, and IT is faced with delivering faster results with the same staff.

Data Strategy's Managed Services solutions help businesses solve these problems by offloading critical and repeatable technology operations so that your team's time and resources may be better aligned with moving the business forward.

On-demand access and a consistent user experience continue to drive organizations toward an anytime/anywhere compute model. With a proven history in desktop virtualization and datacenter networking, we have solutions that provide the access today's users demand.

Data Strategy provides a diverse set of managed services options – datacenter infrastructure, mobility, data protection, security, and collaboration – according to proven operational processes and industry best practices, including ITIL underpinnings. We provide the management and engineering expertise to ensure your infrastructures are managed to the subscribed service-level agreement, with dedicated NOC staff for operations and a deep engineering bench for issue escalation and resolution.

Data Strategy can also manage your licenses, support agreements, renewal terms, and maintenance records, helping you avoid contract lapses, eliminate support payments for non-production or retired equipment, and identify equipment not covered under active support.



### OUR SOLUTIONS

We have a variety of service plans designed to meet your needs, delivering a proactive and automated preventive maintenance schedule. Our Managed Services support model differs from a "Big Box NOC" mentality – we offer each client a single point of contact to establish relationship continuity, and we only support the products and solutions in which we have proven expertise. Our defined service offerings are 100 percent customizable.

Data Strategy Managed Services support is available in three levels:

- On-Demand
- Proactive
- Staff Augmentation.

Our goal is simple:  
ensure you're  
putting your time  
and resources to  
the best possible  
use.

### CAPABILITIES & EXPERTISE

Data Strategy employs a team of Subject Matter Experts with diverse industry experience to facilitate workshops with clients. This focused attention provides clients with access to a breadth of real-world insights that help drive quick definition of the recommendations and approaches that best yield success.

### On-Demand

With the On-Demand support option, our NOC resources provide regular maintenance on a specific frequency or cadence, while also providing as-needed support for issue resolution, change requests, and upgrades. The On-Demand service is a subscription-based offering and typically offers 8x5 support.

On-Demand includes:

- Management of an infrastructure or service
- Storage & Data Protection platforms
- Virtualization and Advanced Management platforms.

### Proactive

The Proactive level builds on the On-Demand offering with dedicated monitoring and support of a customer's managed infrastructure. The "Proactive" service means just that: your dashboards have dedicated screen time on the Data Strategy NOC wall, and our NOC finds and manages issues without needing customer involvement.

This level of support allows for a complete "hands off" approach to the day-to-day management of your IT environment, leaving Data Strategy's team to fully manage the operations, the performance, and the issues-mitigation activities normally associated with an IT operations center.

The Proactive service is a subscription based offering and typically provides 24x7 support.

Proactive support includes:

- End-to-end management and ownership of an infrastructure or service
- Network infrastructures
- VDI
- Server Management and Patching.

### Staff Augmentation

When dedicated resources are required, either temporarily or indefinitely, Data Strategy can provide staff augmentation or placement services. The assigned engineers are an extension of your team and not part of the NOC. This is most commonly a remote service, but is also available onsite.

The need for this support often stems from a specific turnover-related event or possibly the implementation of new technology.

## **OUTCOMES**

The Data Strategy Managed Services solutions give you: Affordable access to a complete IT department at your disposal with just a call or email

- Access to end-to-end network support from our highly-trained engineers within prescribed SLAs

- A clear line of sight into your service needs and ongoing support demands
- Reduced risk and protection for your intellectual property
- A scalable, reliable, and high-performing storage platform for deployment
- Easy, available, and secure access to your critical data
- A cost-effective way to maximize efficiency, while improving business continuity and disaster recovery.

## **MANAGED SERVICES AREAS OF EXPERTISE**

### *Datacenter Infrastructure Technologies*

- VMware vSphere virtualization platform
- VMware vRealize virtualization and cloud management platform
- EMC, Dell, and HP, Cisco, and Brocade storage
- Cisco, Dell, and HP servers

### *Cisco Networking*

- LAN/WAN
- Wireless
- Voice
- Access Control
- Cloud Managed Networks

### *Mobility*

- VMware Horizon
- VMware AirWatch
- Cisco Meraki

### *Data Protection*

- EMC Avamar & Data Domain
- EMC RecoverPoint & VPLEX
- Veeam
- Vertias NetBackup & BackupExec

### *Collaboration*

- Voice and Unified Communications
- WebEx
- TelePresence.