



MANAGED SERVICES



Why **Managed Services**?

Organizations are constantly faced with one or more challenges as stated below:

- ◆ Rapid obsolescence of technology
- ◆ Lack of skilled IT resources
- ◆ Constant need to upskill existing resources
- ◆ Complexity of multi-vendor management
- ◆ Unpredictable IT Support spend
- ◆ Alignment to various global best practices & standards



Reduce recurring in-house costs by **30% to 40%**



Increase efficiency by **50% to 60%**



Reduce **80%** of network outages

Our Complete Spectrum of Solutions:



Help Desk & Monitoring



Network Management



Branch / New Roll out



End User Management



Server & Storage Management

Focus on your core business, leave the rest to us

Dispelling Misconceptions

General perceptions amongst some IT Managers are:



Will I Lose Control?

A real-time dashboard will provide complete visibility on the health and performance of your IT Infrastructure



What happens to my existing team?

'Managed Services' elevates your existing IT staff and allows them to focus on strategic projects



Are Managed Services expensive?

Pre-defined financial outflow for a definite period with a committed set of deliverables and SLAs



Is it Secure?

Proactive monitoring powered with AI and automation tools deliver predictive control and insights. All activities performed by MSPs can be subject to detailed audits

Network Operating Center



NOC services will deliver:

- ◆ Comprehensive, single-view dashboard of the entire IT environment
- ◆ Access to over 200+ engineers across all technology domains
- ◆ AI-based pattern recognition, prioritization, and escalation of incidents to deliver SLAs
- ◆ Holistic Operations and Management of infrastructure adhering to standards

Our Approach Model



Discovery & Planning

- Step 1
- Requirement gathering of IT assets
 - Scope finalization
 - Defining SLAs



Standardization & Set-up

- Step 2
- Escalation matrix
 - IT Governance & Risk Framework
 - Outline appropriate standards to be followed



Transition

- Step 3
- Initiate knowledge transfer
 - Configure services dashboards
 - Prepare systems for steady-state readiness



Steady State Operations

- Step 4
- Commence Managed Services
 - On-going support process
 - Periodic reporting & performance audits



India | Singapore | Africa

msservices@netcontechologies.com