

VBS:MANAGED Services



- Do you have frequent, unplanned outages related to VE stability?
- Do you have VE application issues/concerns related to system performance?
- Do you avoid security patches, version upgrades, etc. due to stability concerns?
- Do you need VE support but not have the headcount or budget for an FTE?
- Do you delay project or operational VE tasks because of resource constraints?
- Do you have a planned VE upgrade but no available resource with the proper skills?

If you answered “yes” to any of the above questions:

Your company qualifies as a candidate for VBS:MANAGED Services. Aligned to our guiding principles, VBS provides onsite and remote managed services that help maintain increased value at a lower total cost of ownership – without compromising service quality levels.

OVERVIEW

VBS:MANAGED Services consists of an initial assessment, on-going monitoring, proactive management and maintenance of client's Visual Enterprise and Infrastructure environments:

- Enables higher up-time, availability and performance SLAs
- Provides clients with a higher level of preventative maintenance, monitoring, and patch management with quicker response times
- Automates tasks as much as possible to insure a "WOW" customer experience
- Flexible in adapting to customer needs

VALUE

- Save time and money
- Shared Resources - Higher availability and lower TCO than a single full-time resource
- Off-load tactical operational tasks, so internal staff can be strategically focused
- Lower risk - 24 x 7 x 365 monitoring by an experienced engineering team with an average of 20+ years of knowledge managing complex Visual Enterprise and Infrastructure environments

FEATURES

- Initial Assessment of Visual Enterprise and Infrastructure Environment(s)
- 24 x 7 monitoring and issue resolution
- High availability architectures
- Remote and onsite resources
- Preventative maintenance
- Proactive application and database administration performed to industry best practices
- Performance tuning
- Security protection
- Architecture recommendations
- Capacity planning
- Server and desktop support
- Network administration
- Backup and recovery best practices
- Database upgrades and platform migrations

DELIVERABLES

- SLA managed reliability/performance
- Monitoring and proactive management
- Monthly status reports