

## INFRASTRUCTURE MONITORING, MANAGEMENT & REMEDIATION

In today's business environment, IT departments are challenged with not only maintaining their current infrastructure and operations, but also making strategic contributions. Effective infrastructure management is critical to business service delivery. Customer expectations and service requirements are high, meaning that any failures or service interruptions can have a large impact on productivity and customer satisfaction.

### ENSURE OPTIMAL PERFORMANCE & RELIABILITY OF CRITICAL BUSINESS SYSTEMS

We can provide 24/7 infrastructure monitoring, management and remediation services to ensure your technology runs at optimal levels. By providing the tools and resources to effectively and efficiently manage your business' IT infrastructure, we leave your employees free to stay focused on increasing productivity and growing your business.



#### MAINTENANCE OF THE OPERATING ENVIRONMENT

Proactive monitoring, alerting and remediation



#### PRE-DETERMINED PROCESSES

Procedures for escalation and remediation



#### REPORTING & ALERTING

Simplified systems for status updates



#### SKILLED RESOURCES

Highly-trained, seasoned and certified professionals that provide quality service

### BENEFITS

- > Focus – Micro Strategies' staff focuses on managing your infrastructure, allowing your staff to focus on more strategic objectives and your company to focus on its core business
- > Lower cost of ownership – Leverage our staff's expertise while only paying a recurring flat fee instead of paying for full-time support staff
- > Scalability - Resources can be brought on as needed, without the need to go through the hiring process
- > Flexibility – Services can be customized as needed with support levels being quickly scaled up or down as needed