

**Micro Strategies has the ability to handle a wide range of the technology service needs of any sized organization. We can act as your outsourced IT department or provide specific, targeted services so your in-house IT staff is able to concentrate on those activities that are most critical to your business. The breadth of our skills means we can relieve you of the burden of supporting, managing, operating and optimizing today's highly complex, integrated multi-vendor and multi-platform environments.**

**Micro Strategies has the latest in monitoring systems to monitor and manage your infrastructure and reduce the costs of managing your systems. We offer a number of levels of support which can include anything from just infrastructure monitoring, to full infrastructure management, monitoring, and reporting.**

**Micro Strategies system of proactively managing your systems on a 24/7 basis, can bring to light system issues before they become problems, and facilitate system fixes before your users are even aware that an issue arose. This results in improved application availability, significantly reduced downtime and greater internal customer satisfaction.**

**Managed Service Contracts can be customized to meet your specific business needs. Our offerings include managed service contracts on the following:**

- Server/operating systems
- Help Desk (user questions)
- Networking infrastructure
- Data Storage
- Employee Workstations
- Specific applications
- Security
- Databases

**Some of the specific services we can provide are:**

- 24/7 help desk services
- 24/7 staffed, pro-active monitoring
- 24/7 pro-active IT security management
- Windows security patch management
- Anti-Virus and Anti- Malware protection
- Firmware upgrades
- Proactive performance tuning
- Incident management and remediation
- Active Directory management
- NTFS & Shared folder and file permission mgmt
- Basic Login Scripts
- Backup Management
- Cloud backup (optional)
- Network Documentation
- Reporting and Capacity Management
- Database status monitoring and issue management
- Microsoft Exchange management
- Change Management
- Licensing Management
- Planned and unplanned maintenance of your network
- Quarterly Reports and Technology Meetings

### Business Partner Innovation Centers

The two Innovation Centers from Micro Strategies offer NY Metro and Mid-Atlantic area companies distinct advantages for quicker, more productive planning, evaluation, and implementation of next-generation IT solutions. State-of-the-art capabilities from leading technology vendors create opportunities for hands-on demos, hypothesis testing, and run-time insight.



**For more information:**  
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