NEUDESIC
an IBM Company

Managed IT
Services

What is
NEUDESIC MANAGED IT SERVICES?

Neudesic helps organizations assess, implement, and manage technology that ensures IT becomes a strategic business enabler.

Through a combination of years of technology expertise, strategic advisory, and our high service level commitment, our customers are able to embrace new technologies and strategies that accelerate transformation and improve business operations.

With nearly 20 years as a Managed Service Provider, Neudesic has learned that there is no one size fits all approach when it comes to IT Management.

Your business and your technology requirements are unique, so is our Managed IT Services model.

Why
NEUDESIC MANAGED IT SERVICES?

IT-as-a-Services is transforming enterprise IT as we know it. Rapid advancement in data backup and storage, network connectivity, hardware capacity, software updates, server scalability, security against the enormous wave of new malware that appears every day can be daunting. Offloading that burden to Neudesic puts your IT needs in the hands of experts that leverage ITIL best practices, and have experience managing IT systems for customers that have a need for productivity and no tolerance for downtime.

Neudesic Managed IT Services gives our clients a competitive edge, by taking on the everyday management and maintenance of your critical systems and infrastructure and allowing your IT teams to focus on innovation.

Our experienced IT Consultants work closely with you to come up with a tailored solution that fits your businesses unique needs.

Managed IT Services Capabilities & Features

• 24x7 Staffed IT Service Desk

• Proactive Infrastructure Management

• Technology Advisory

• Monitoring, Alerting, and Remediation

• Managed Cloud (Hybrid, Azure)

• Change Management

• Backup Management

• Monitor and manage 3rd party software and apps

• Vendor Escalation Management

• Mobile Device Management

• Email and active directory provisioning

• Incident Management

• Security Management

The Neudesic Advantage

As technology continues to evolve and is consumed throughout multiple business units, the talent required to implement and manage that technology becomes harder to find and more expensive to obtain. Organizations are left scrambling to pick up what's left of the qualified talent at any price. Not having the IT skills you need can lead to; inefficient processes, uncontrolled costs, little visibility into IT, security gaps, and a slower rate of adopting new technology that could help the company meet their business objectives.

By partnering with Neudesic, an organization acquires access to 800 US-based certified engineers with the IT skills needed in a changing technology landscape. Neudesic's ensures the highest level of value realization for our clients through the implementation of best practices, enabling continuous improvement, and enhancing operational efficiencies.

Managed IT Service Offering

Neudesic offers 3 Managed Service packages, to provide continuity and support that advances collaboration and your digital workplace.

Managed IT	MONITOR	MAINTAIN	OPERATE
Service Level Agreement	✔	✔	✔
Reporting	✔	✔	✔
Client Management	✔	✔	✔
24/7 Proactive Monitoring			
Service Monitoring	✔	✔	✔
Network Monitoring		✔	✔
Device Monitoring			✔
IT Administration & Management			
Issues Escalation	✔	✔	✔
Incident Management		✔	✔
Incident Resolution		✔	✔
Patch Management		✔	✔
Backups		✔	✔
Service Desk		✔	✔
Root Cause Analysis			✔
Subscription Management			
Cost Containment			✔
Continuous ROI Analysis			✔
Architecture Oversight			✔
Program Management			✔

Flex Hours (Optional)

Flex-Hours are additional hours, credited to the client to use for additional project management, consulting or advisory services that may be required by the client. These hours carried over month-to-month for the duration of the client's contract.

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Contact Us Today!
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