



Investing in Managed Services

Free up internal IT resources and reduce your total cost of ownership

Today's managed services model moves much of the day-to-day management responsibilities of the existing IT and network infrastructure away from an organization and into the domain of the Managed Service Provider.

Managed Services are a defined set of services that monitor and maintain your IT and network devices, such as PCs and servers. These services are typically delivered remotely and paid on a recurring basis, based on the number of devices monitored. The organization keeps its existing hardware, software and networks, and retains direct control in house.

A Managed Service Provider takes total responsibility for updating and maintaining your network, greatly reducing IT infrastructure downtime and staffing requirements. In fact, MicroConvergent guarantees a 99.5% uptime under a Service Level Agreement.

Managed Services are intended to be an enhancement to your current situation, rather than a replacement. The managed services model allows you to leverage your existing infrastructure in a way that is more cost-effective, while providing scalability and access to technology advancements and upgrades with little or no capital investment. Because costs are predictable, you often realize substantial savings.

What to Look for in a Managed Service Provider

- ✦ **Control:** you should retain control of business applications and logic so you can respond to business changes within the enterprise.
- ✦ **The right service agreement:** your service level agreement (SLA) should meet your needs and provide clear performance incentives and standards. Every business has its own distinct needs and you need a managed service provider that recognizes this and has a product suite that allows you flexibility. An agreement that establishes penalties for under-performance is often the most effective way of ensuring the service provider delivers the desired service level.
- ✦ **Ease of deployment:** look for a managed service provider that can offer applications that are fast and easy to deploy..
- ✦ **Focus on open technology:** the managed service platform should support open standards and integrate closely with a range of existing network and premise-based applications. To help simplify the integration process, look for a technology platform that supports the widest range of existing contact center applications and open standard.

How MicroConvergent Managed Services Benefit You

- ✦ **Better IT device and network performance with maximized availability:** keep your business up and running with system, networking, application and security resources optimized and monitored 24/7/365. Enjoy a 99.5% guaranteed uptime with a MicroConvergent SLA.
- ✦ **Reduce maintenance costs:** reduce costs to as little as 50% of the cost of in-house resources. Dramatically reduce the number of costly on-site visits.
- ✦ **Predictable costs:** eliminate hidden costs of managing and maintaining your IT hardware, software, network and support with flat monthly fees. Pay only for the devices you wish to cover.
- ✦ **Optimize use of internal technical resources:** free up your technical team to focus on core business activities such as revenue-generating strategic technical initiatives.
- ✦ **Access to today's leading Operational Support Systems (OSS):** benefit from advanced technologies now without the costs of building a network operations center or investment in development staff.
- ✦ **Maintain system performance visibility:** secure client web portal provides useful features such as event notification, web portal reporting and problem identification/resolution.
- ✦ **Easy access to new technology:** benefit from technology enhancements and advances with minimal investment. Plus, utilizing our expertise saves your company from hiring and retaining a large development staff.
- ✦ **Easy and accurate capacity planning:** view current network usage and available capacity of your network. This insight enables accurate and proactive planning for future network upgrades without interruption in service delivery or customer satisfaction.
- ✦ **Link contact centers together through a single service provider:** improve communication between sites and deliver more consistent customer service.
- ✦ **24/7/365 Help Desk availability.**
- ✦ **Your current investments in technology are protected:** everything remains on your premises while being carefully monitored and managed by MicroConvergent.

Interested in talking with us? Call toll free at 877-322-6967 or visit www.microconvergent.com.

About MicroConvergent

MicroConvergent is a national provider of professional IT and remote managed services. Our advanced, automation-enabled technologies are delivered remotely from a secure, state-of-the-art data center, and uniquely supplemented by a nationwide on-site support network. We help businesses maximize the value of their technology investments in ways that are smart, safe and cost-effective.

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