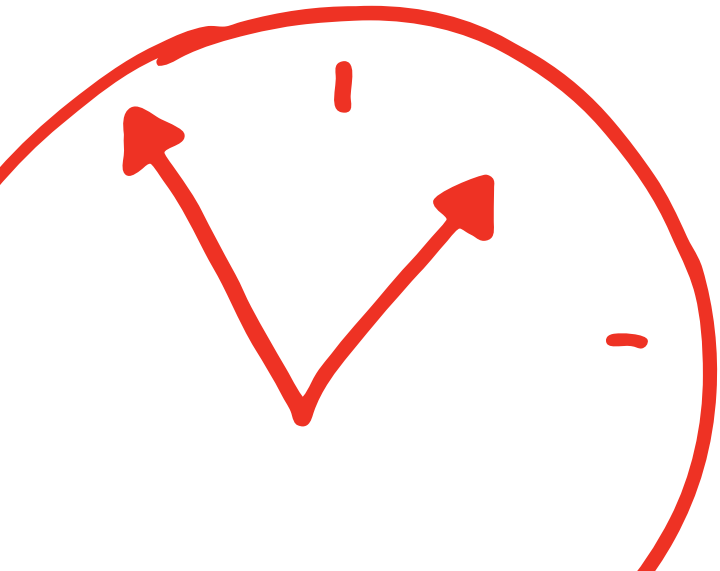
LOGICALIS
Business and technology working as one

Our Managed Services can help deliver cost-effective IT support around the clock through high-level technical staff.

Managed Services

Want to make an almost immediate impact on your IT budget? Consider Logicalis Managed Services, which enable you to focus on your core business while we take care of your IT infrastructure. The Managed Services model is a proven, cost-effective way to deliver higher service levels to your organization—at a fraction of the price you are paying today. Logicalis can help you manage many aspects of your IT operations with a predictable monthly fee.

The concept of managed services has come a long way over the past years. What was once thought of as a somewhat risky and aggressive venture is now a necessity for most companies that want to lower costs and stay competitive. Today's managed services market is mature and competitive. It is a great way for you to save money and streamline the efficiency of your IT environment. We provide options to fit every environment: management, hosting, cloud, or virtual services.



Benefits

- Reduced costs and clear ROI
- Peace of mind with 24x7 proactive monitoring and management
- Single point of contact
- Managed IT environment with predictable monthly fee
- Access to highly skilled technical resources
- Fully mature ITIL processes—change, incident, problem, and service-level management
- Resources allocated to strategic projects instead of day-to-day management
- Ability to meet service-level-agreement commitments

Service Offerings

- Back-up
- Database
- Citrix
- Disaster Rrecovery
- Help Desk
- High Availability
- Hosting
- Messaging
- Network
- Storage
- Server
- Security
- Unified Communications

Dan Allensworth
Johnsonville Sausage

"The real advantage with Logicalis Managed Services is their communications. They always keep us in the loop and informed—we never feel as if we have given the keys away to a different driver."

Service Levels

We offer four service levels—pick the service level that is right for you.

Service Level Summary:

Service Item	Device Service Level			
	Platinum	Gold	Silver	Bronze
Device Polling	x	x	x	x
Event Detection	x	x	x	x
Notification	x	x	x	x
Remediation	x	x	x	*
Problem and Event Analysis	x	x	x	*
Change Management	x	x	x	*
Vendor Management	x	x	x	*
Capacity Planning	x	x	x	*
Reporting & Portal** Access	x	x	x	x
Trend Analysis	x	x	x	x
Quarterly Reviews	x	x	x	x
Incident Resolution Priority	High	Medium	Low	N/A
Included Changes Per Month	High	Medium	Low	N/A

*These services are available on a Time and Materials (T&M) basis.

**A dashboard/self-service portal is available for customer to query reports, analyze graphical data, create incidents, make requests, and approve changes.

What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com/ms

Call
866.456.4422

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