

Managed Infrastructure Services

Save time and money with our Infrastructure services and solutions.

INFRASTRUCTURE SERVICE DESK

We offer businesses a single point of contact for technical support of Unified Communications, Route/Switch, Carrier Services, Cloud Services, and Security OEM equipment. With our team of technology experts and IT Information Library (ITIL)-aligned processes, you receive reliable service.

INFRASTRUCTURE SERVICE DESK PLANS

Our team is prepared to offer you our Network Operations Center (NOC) and Service Desk coverage for all of your devices. We help determine the right plan for you based on your device quality and quantity. Our plan includes:

Event Management

We manage and isolate events that occur on your networks with a Remote Monitoring and Management (RMM) tool to ensure applications, voice, data, security, and video networks have 24x7 coverage. Once an incident is detected, we assign the case to one of our certified engineers.

Incident Assignment and Problem Analysis

A ticket is created once our system detects an incident. In real-time, a certified engineer is assigned to analyze and resolve the issue. Our team follows a uniform, step-by-step resolution process to resolve or escalate tickets we receive.

Problem Management

We understand that recurring problems cost you time and money. To ensure that you don't encounter repeat issues, we manage the entire lifecycle from identification to investigation, documentation, and resolution. We improve long-term performance by identifying the root cause of a problem and conducting regular health-checks on your systems.

Carrier Management

In addition to our network services, we are equipped to manage carriers that interact with your networks. We work with Local Exchange Companies, Inter-Exchange Carriers, or other vendors to isolate incidents, cooperatively test systems, and resolve issues.

Change Management

Don't navigate a change to your network devices on your own! Our certified engineers can help change or add IP addresses and manage your Windows Services.