

# Managed Services for MSP's

Fourth Dimension



# Service offerings

- ▶ Manpower Augmentation services
- ▶ Monitoring as a Service (MaaS)
- ▶ Managed services

# Monitoring as a Service (For MSP's)

- ▶ Infrastructure monitoring enables you to monitor availability and performance of your IT systems
  - ▶ Server Monitoring
  - ▶ Network Monitoring
  - ▶ Website Monitoring
  - ▶ Application Monitoring
  - ▶ Virtualization Monitoring
- ▶ Perform fault and performance monitoring
- ▶ Triaging Monitoring alerts
- ▶ Uses your existing tools and our deep experience to rapidly deploy into customer environments
- ▶ 24/7 coverage
- ▶ Provides an ability to scale and allows you focus on higher value offerings

# Managed Services capability

	End User Support	Data Centre Management	Network Management	Security Management
Technology areas	Service Desk	Operating systems	Network Links	Firewall/ VPN
	Desktop Support	Active directory	Routers & Switches	IDS/IPS
	Application	Messaging	IP Telephony	AAA & NAC Devices
	Antivirus Software	Database	Wireless N/W	Mobility
	Software deployment	Storage	Unified communications	VA/PT
		Backup	Load Balancing	SIEM
		Virtual environment	Application Visibility and control	
	Monitoring/Level 1/2/3			

# Helpdesk capability

- ▶ ITIL Compliant Helpdesk
  - ▶ Incident management
  - ▶ SLA management
  - ▶ Problem management
  - ▶ Performance management
  - ▶ CMDB
  - ▶ Change management
  - ▶ Asset Management
  - ▶ Automation
  - ▶ Run book

# Case study-Managed services for MSP's

**Customer Profile:** Colorado, US based Managed service provider

**Business Need:** Reduce cost and improve operational efficiency

**Requirement:** Provide Eyes on Glass 24/7 Monitoring for over 20000+ devices

**Solution:**

- 24/7 Monitoring with a dedicated team of 10 engineers to support
- Triage and call escalation to L2\*/L3 resources in US
- SLA tracking and escalation for missed SLA's

**Benefits:**

- Better SLA
- Significant cost saving
- Process efficiency

*\*Now delivering L2 service for Off hours and Weekends*



# Models

- ▶ Pricing
  - ▶ FTE
  - ▶ Per Device
- ▶ Tools (Monitoring & Helpdesk)
  - ▶ Use existing tools
  - ▶ Deploy new

Thank you!

