# ComSource

# Managed Services



Technology infrastructures are the lifeblood of modern businesses, and are often the linchpin for the success of your company's strategy and vision.

At ComSource, we help turn your IT strategy into a competitive advantage by maximizing your investments, reducing costs, and offloading non-critical activities from IT managers. Our program is designed to provide comprehensive support with transparent communications from our team of dedicated technical experts.

ComSource's fully certified team of engineers will provide actionable insights into your environment, while also keeping an eye on future technologies through ongoing development. We embed strategic planning into every engagement, so you know ComSource is there for you now, and in the future.

## Certified Solution Providers of:

DELL Technologies

CISCO

cisco Meraki

Microsoft

COMMVAULT

vmware

Ruckus WIRELESS

IBM

NetApp

VERTIV

riverbed

veeam

- Network
- Data Center
- Security
- Unified Communications
- Applications
- Backup & Recovery

**Tailored to your business**

# Make it your own

By offering a variety of Service Level Objectives, customers can choose the right mix of services that complements their unique skill sets, technology environment, and business needs. Whether you need dedicated hands-on support, or just an extra set of eyes during off-hours, go forward with confience knowing ComSource is in your corner.

**ComSource**
Managed Services

**Variety of response times and customized SLO's**

**Hours that fit your needs**
*Mix-and-match coverage hours by equipment or solution type*

**Monitoring & Alerts**
*of failed components, outages and performance*

**Updates & Patches**
*Configuration updates, hardware & software support, troubleshooting*

**Incident Response**
*Remediation, on-site support*

**Manufacturer Support Liasions**
*Opening, monitoring and resolution of tickets with manufacturer support desks*

**MACS Support**
*User management, configuration support, adds/changes*

## Program Benefits

✓ Proven expertise and methodology

✓ Hosted monitoring & ticketing software with self-service access for customers

✓ Proactive alerts & planning for end-of-life or end-of-support equipment

✓ Expertly trained technical teams who understand your technology and business

✓ Transparent reporting, self-service access and proactive communications

✓ Flexibility to fit to specific needs, variety of tiers and engagement models

✓ Hands-on training and onboarding program, customized to your environment and personnel needs