

Managed Services

Unleash innovation by freeing your valuable human capital from mundane tasks

Why Managed Services Matters

Managed Services is a strategic partnership that takes on, transforms, and runs business operations and processes to improve long-term quality and efficiency.

What Managed Services Does for IT

When key stakeholders are no longer worried about data loss or computer problems, they can better focus on what really matters – achieving the business’ vision.

PREVENTATIVE

When an email server, CRM system, financial setup, or network goes down; the typical result is substantial productivity and revenue losses – but this can easily be prevented using Managed Services.

TRANSFORMATIVE

Managed Services transforms the way a business approaches its technology. Businesses operating under Managed Services are proactive versus reactive – monitoring and resolving issues before they disrupt employees, management, and clients.

Enterprise-Class Offerings

STAFFED OPERATIONS



- > 24x7x365 Operations
- > Triage and Escalation Management
- > Incident and Problem Management
- > Request Management
- > Knowledgebase Management

MONITORING & REPORTING



- > Availability Monitoring
- > Capacity Monitoring
- > Device / Technology Specific Status
- > Reporting

SYSTEM ADMINISTRATION



- > Event Management
- > Emergency / Priority Support
- > Systems Administration
- > Configuration Management
- > Performance Management
- > Capacity Management
- > Platform Patching
- > System Optimization and Tuning
- > Scheduled Preventative Maintenance
- > Vendor Management / Support Escalation
- > Vendor Hardware Replacement Management
- > Root Cause Analysis for P1 Event

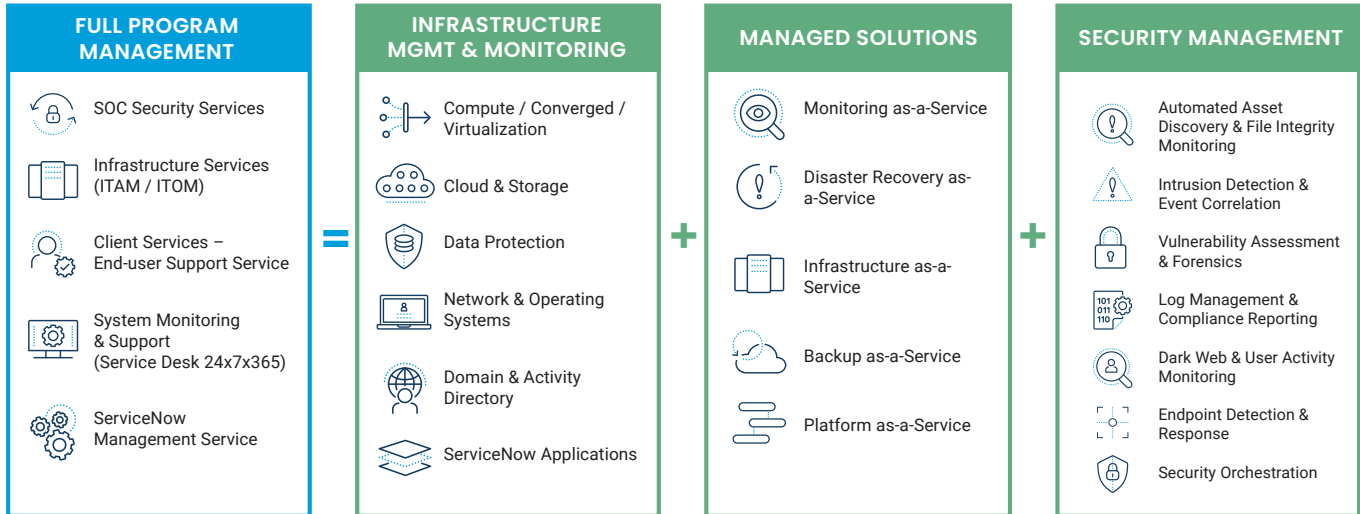
SERVICE DELIVERY MANAGEMENT



- > Service Account Management

Enterprise-Class Capabilities

AHEAD offers comprehensive Managed Services from full program management of the entire IT infrastructure and applications, to segmented solutions for infrastructure or security management only, depending on the specific need.



Why AHEAD for Managed Services?

Client success is our #1 focus

- > 95% customer satisfaction rate measured quarterly across all clients
- > Highly skilled resources with 1,500+ industry certifications
- > Complete service transparency - KPI tracking and reporting aligned to business outcome
- > Configurable services aligned to individual technologies, all the way to full data center and infrastructure out-tasking
- > Pricing models aligned to outcome-based deliverables, with fixed scope and pricing to provide predictable costs



OPERATIONS		<ul style="list-style-type: none"> > 24x7x365 NOC / SOC > State of the Art Facility in Cincinnati, OH 	
TECHNOLOGY (SAAS TOOLS)		<ul style="list-style-type: none"> > IT Service Automation > Infrastructure Monitoring > SOC / SIEM Solutions > Cloud Monitoring 	
COMPLIANCE CERTIFICATIONS		<ul style="list-style-type: none"> > SOC 2 Type 2 > ISO 27001 > NIST 800-53 Moderate > Federal Clearances - Secret 	
SECURE & RECOVERABLE		<ul style="list-style-type: none"> > 24 / 7 / 365 Manned Operations & Video Surveillance > Secure access to building / floor / suite / NOC > DR Facility in NH / local disaster recovery plan 	
CLIENT CONNECTIVITY		<ul style="list-style-type: none"> > Privileged Access Management and Secure connectivity to client environments > Service Interaction within Client Dashboards and Portals > Secured and segmented network communications for Managed Services 	

AHEAD

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www.ahead.com