

Remote Management Services

High Performance and Availability of Your Complex IT Infrastructure

Rapidly changing business demands, including governance and compliance requirements, cost management, reduced risk, and the highest system performance make optimization a critical component of any business strategy. Enterprises are demanding increased agility and flexibility in managing their complex IT infrastructures. The task of managing IT is made even more challenging by IT infrastructures that are heterogeneous, located at multiple sites, constantly evolving and requiring specialized expertise. The overarching business challenge for organizations is how to support core business and mission-critical processes, and at the same time, leverage the latest technologies to transform business, while minimizing costs. Secure-24's agile Remote Management Services help organizations achieve rapid return on investment and lower total cost of ownership.

Key Features

- A managed IT environment anywhere — customer, third-party data center or public, private, hybrid or multi-cloud platform.
- Customized blend of on-site and virtual resources.
- Proactive management of your critical business infrastructure -- databases, servers, storage, and workstations — from anywhere.
- Timely access to 24/7 technical support and knowledge professionals.

Remote Management Services that Scale with Your Business

Infrastructure management demands robust processes and 24x7 attention to ensure the highest availability and optimized application and infrastructure performance.

Secure-24 Remote Management Services support the management of workstations, servers, storage, IT security devices, network devices and databases regardless of the location. These flexible services adapt as your business needs change and enable you to delegate technology requirements and responsibilities to Secure-24 so you can focus on core, strategic business objectives.

The Right Balance of People, Process and Technology

Secure-24's business-centric approach enables clients to harness the power of people, technology and process creating an IT Infrastructure environment that aligns with the business objectives. With our end-to-end approach, we offer a comprehensive set of Remote Management Services to help assess, plan, design and manage IT infrastructures.

Our services enable the right balance of people, process, and technology to fit each client's unique remote management needs and complex support requirements. They consist of two components:

- **Remote Management Services Teams.** Teams is designed to support clients' need to retain specific core IT functions while leveraging Secure-24 resources. It provisions the right combination of on-shore and off-shore resources to control costs, as well as the right blend of on-site versus virtual or dedicated versus shared resources to achieve business and technology goals.

Discovery Assessment

Where does it all start? Remote infrastructure management starts with discovery. Our teams utilize sDiscover™, a proprietary tool, to assess your environment for risks, gaps and legacy tools. Management tools and processes are evaluated to determine remote infrastructure management readiness.

Key Benefits

- Gain flexibility and scalability with customized managed infrastructure solutions.
 - Gain and maintain control and visibility using the right balance of existing toolsets.
 - Achieve economies of scale with tailored infrastructure services.
 - Enhance optimization through centralized monitoring and patch management.
 - Boost ROI and reduce IT management costs.
 - Access IT expertise and leverage global best practices.
 - Focus on your core business.
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- **Remote Management Services Tools.** Enterprises can maintain and leverage investments on existing infrastructures and do not have to consolidate and standardize fully to Secure-24's platform and tools.

And what's even better, is Secure-24 will work with you to develop the right mix of resources and tools to manage and support the environment under a custom service level agreement.

A Comprehensive Portfolio Delivered from Anywhere

Secure-24 offers a broad portfolio of services provide monitoring, administration, operation and optimization of complex IT infrastructures. We provide a unique balance between people, process and technology to meet each client's unique remote management requirements.

Our tried and proven processes are the backbone of exceptional service delivery based on industry best practices and international standards including ITIL. Remote Management Services include:

- Managed Security
- Managed Database
- Managed Network
- Managed Desktop
- Managed Storage
- Managed Virtualization
- Managed Applications
- Managed Assets

Contact Us

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Secure-24 combines over 18 years expertise in cloud, mission-critical applications, security and compliance, infrastructure, and end-user services to help enterprises transform and/or manage their existing technology footprint. We can manage IT environments from anywhere — on-premise, third-party data center, at customer or on a public, private, hybrid or multi-cloud platform.

At Secure-24, we focus on delivering superior service, with successful outcomes, so you can focus on what you do best: your business.

Performance. Innovation. Trust. Comprehensive Managed Cloud Services.

For more information about Remote Management Services, visit secure-24.com or call +1.800.332.0076 to speak to a Secure-24 representative.

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