



Managed Services



Gain peace of mind with 24/7 support

The best type of IT problem is one you never hear about. ANM's Managed Services experts work directly with your team, complementing and enhancing your existing operations with both in-house and outsourced services. We use proactive monitoring and remediation, often resolving issues before they happen.

Questions to consider:

- > How well can you maintain your current environment with internal resources?
- > Is your staff spending too much time on support?
- > When was the last time a technology issue disrupted your business?
- > Do you have tools and processes in place to prevent issues before they happen?
- > Have you had issues with slow incident response times?

SECURITY INCIDENT AND EVENT MANAGEMENT

Our subscription-based SIEM platform detects and responds to security incidents within your on-premise or cloud-hosted environment. Using an advanced Threat Intelligence Platform, we collect logs and events from firewalls, servers, domain controllers and other devices to correlate and alert on suspicious activity. Additional features include vulnerability scans, advanced reporting and dark web monitoring.

We offer:

- > 24/7 service from certified experts
- > Incident management
- > Extended IT functionality
- > Performance reporting
- > Automated, continuous monitoring
- > Quarterly Business Reviews (QBRs)
- > Strategic IT planning



We'd love to hear from you.

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WHAT SETS US APART

- > Expertise in customized and complex call centers
- > Monitoring tools to find issues proactively
- > Real-time visibility and response
- > Support for advanced and complex technologies (i.e., SD-WAN, Cisco ISE, Cisco ACI and Cisco Contact Center)
- > SLA management and workflow automation to improve response time

WHAT YOU CAN EXPECT

- > 24/7 Service Desk
- > 15 minute incident response
- > Proactive monitoring and reduced downtime
- > Increased strategic focus and reduced staffing expenses
- > Customized service selection to reduce budget
- > Simplified technology transitions through post-implementation services
- > Leading-edge environment with ongoing reviews and improvements
- > Team of experts supporting your business