



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

Managed services are now powered by ANM IT Ops

ANM managed services are fully integrated with our AI-enabled ANM IT Ops platform. This enables us to quickly customize solutions for addressing IT infrastructure complexities with automated ITIL processes, enriched data and predictive capabilities.

ANM IT Ops tiers of service

Monitor – Our platform will watch for issues and alert you when they arise.

Escalate – Our platform will notify us to validate issues and contact you for next steps.

Remediate – We'll resolve the issues that you or our platform discover and communicate status to you.

Predict – In addition to resolving issues, we'll create a proactive solution to prevent issues from occurring.

	Monitor	Escalate	Remediate	Predict
24x7 Service Desk Access	✓	✓	✓	✓
Online Portal	✓	✓	✓	✓
Advanced Monitoring	✓	✓	✓	✓
CMDB Management	✓	✓	✓	✓
Basic Reporting Package	✓	✓	✓	✓
Environment Review	-	✓	✓	✓
Alert Response, Triage & Escalation	-	✓	✓	✓
Response SLAs	-	✓	✓	✓
Quarterly Business Reviews	-	-	✓	✓
Incident Management / Resolution	-	-	✓	✓
CMDB Reporting	-	-	✓	✓
Advanced Reporting Package	-	-	✓	✓
Service Request Management	-	-	✓	✓
Change Management	-	-	✓	✓
Problem Management (RCA)	-	-	✓	✓
Proactive Security Patching	-	-	✓	✓
Problem Management (Predictive)	-	-	-	✓
Capacity Forecasting	-	-	-	✓
Proactive System Health Checks	-	-	-	✓
Environment Audit	-	-	-	✓

Fully customizable management solutions

When it comes to IT management, every operation has different needs. ANM offers four tiers of managed services (see chart on left) that can be applied to areas including:

Networking

We can customize managed services for your network architecture, firewalls, integrated circuits and content filters.

Collaboration

We provide the right level of managed services you need for your unified communications network and contact center to improve your productivity and problem-solving capabilities.

Cloud & Data Center

We can assist your cloud migration and help you manage your data center with converged infrastructure and virtualization, plus optimize your strategy to meet current and future business needs.

Security

We can help with asset discovery, monitoring, vulnerability assessments, and SIEM and log management.

We scale our services to your precise needs

ANM IT Ops makes it easy to select just the right amount of managed services, so you can increase or decrease tiers of service as your business grows. You just log in to your managed services portal and make changes accordingly.



Get in touch with us!

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