Lead with confidence with 24/7 support

The best type of IT problem is one you never hear about. ANM's Managed Services team uses our custom ANM IT Ops platform to automate our ITIL-based processes and workflows to support you. We're always on the job, providing SLA driven support, 24/7. We work directly with your team, complementing and enhancing your existing operations, 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?

MANAGED SERVICE OFFERINGS ACROSS TECHNOLOGIES

NETWORKING   COLLABORATION   HYBRID CLOUD

We can help you with:

› 24×7 Service Desk with certified L2/L3 experts

› Incident and problem management

› ITSM platform integration with your systems

› Change management

› Custom Support Solutions

› Patch management

› Automated health checks and reporting

› Automated, continuous, remote monitoring

› Performance reporting

› Managed data center, networking and unified communications

› Quarterly Business Reviews (QBRs)

› Strategic IT planning

24/7 SERVICE

WHAT SETS US APART

› Highly secure, Integrated and automated ANM IT Ops platform (Incident, Problem, Change Management, Analytics, Reporting and Event Management)

› Top-tier Engineering talent in each subject area

› Real-time visibility for our clients and our team

› Support for more advanced and complex technologies (i.e., SD-WAN, Contact Center, Hyper-converged Infrastructure)

› SLA management and workflow automation that integrates with your existing tools and processes

WHAT YOU CAN EXPECT

› 24/7 service and SLA driven incident management

› Proactive problem management to reduce downtime and fix root-cause of issues

› Increased strategic focus and best practice adherence

› Customized service selection to balance budget and value

› Simplified technology transitions through post-implementation services

› Leading-edge environment with ongoing reviews and improvements

We'd love to hear from you.

(866) 527-8822   info@anm.com   anm.com

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.

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.