



## Managed Services



# ANM Cisco-Powered Managed Services

Digital transformation, hybrid work, and skilled worker shortages continue to challenge IT departments leading them to seek help from managed service providers so they can focus on achieving successful and sustainable business outcomes.

As an experienced MSP, ANM's experts use 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.

And combine that expertise with our Cisco Gold Provider status and the Cisco Powered designation, we are prime for delivering Cisco-validated managed services.

### CISCO POWERED MANAGED SERVICES:

Cisco Powered Managed Services means that we have met the stringent requirements from Cisco to offer specific managed services for Cisco and Meraki solutions. These specializations showcase ANM's ability to successfully build, provision, manage and support managed services built on Cisco technology to deliver business outcomes.

- › **Cisco Powered Cloud Calling:** A robust cloud unified communication service with a flexible consumption model.
- › **Cisco Powered Webex Contact Center:** A native contact center solution that enables security, visibility, flexibility, and scalability.
- › **Cisco Powered Campus Access:** A managed LAN or managed WLAN service built on Cisco DNA.
- › **Cisco Powered Catalyst SD-WAN:** A cloud-based managed service that connects dispersed locations and multicloud environments securely and redundantly.
- › **Cisco Powered Meraki Access:** A managed LAN service and/or a managed WLAN service to connect users and devices.
- › **Cisco Powered Meraki SD-WAN:** An automated, hybrid WAN service with a cloud-based, multi-tenant solution.

Being Cisco Powered signifies that our services are purposefully designed to support your Cisco and Meraki solutions. Through a meticulous process, we have fulfilled all the criteria necessary to obtain this certification, including undergoing an independent audit required by Cisco.

This sets us apart, assuring you that our services align with Cisco's global standards. You can trust that our offerings are tailored to meet the requirements set by Cisco, providing you with utmost confidence in the reliability of our services.



We'd love to hear from you.

(866) 527-8822 [info@anm.com](mailto:info@anm.com) [anm.com](http://anm.com)



### WHAT SETS US APART

- › 2023 Cisco Regional Partner of the Year: Pacific Southwest Award (3rd year in a row)
- › 2023 Cisco SLED Impact Partner of the Year
- › Cisco Gold Integrator and Gold Provider Partner with 15 specializations and 6 Powered Services
- › 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 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