

Managed Services

YOU CAN'T LEAD FROM THE MIDDLE OF A BACKLOG.

Modern IT teams have the vision, but not the bandwidth. As environments grow more distributed and interdependent, day-to-day operations are eating into innovation time.

Up to 80% of IT resources are now spent on maintenance and support, and 76% of CIOs say they feel torn between running the business and evolving it.

Every patch cycle, every update window, and every alert flood divert attention from the projects that actually drive progress: automation, zero trust, and digital transformation.

ANM Managed Services closes this gap. We go beyond traditional support with integrated tooling, expert engineering, and operational processes that help you run smarter, scale faster, and build momentum across every layer of the stack.

OUR APPROACH

Redefine What Managed Services Can Do

ANM simplifies complexity, secures data across environments, fills skill gaps, and delivers support models that flex with your needs.

If your team is stuck responding, we help them lead. If your tools are noisy, we help them talk. If your initiatives are on hold, we unblock them.



SECURE. CONNECT. TRANSFORM.



Comprehensive Service Catalog

ANM Managed Services spans the full IT infrastructure stack. Each service area combines proactive monitoring, expert engineering, and repeatable processes to stabilize operations and elevate performance.

Network Services

Switches & Routers	Configuration, monitoring, firmware updates, VLANs, and traffic optimization.
Firewalls & VPNs	Policy management, security monitoring, and firmware management.
SD-WAN	Performance monitoring, route optimization, and issue resolution.
Wireless & Controllers	Access point configuration, performance, and security management.
Load Balancers	Configuration and optimization for availability and efficiency.

Data Center Services

Virtualization	Patch management, resource optimization, and troubleshooting.
Compute	Proactive monitoring, firmware/OS patching, and performance tuning.
Storage	Capacity planning, performance optimization, and secure maintenance.
Data Protection	Backup management, replication, recovery, and monitoring.

Workforce Enablement Services

Voice	Enterprise telephony configuration, monitoring, and troubleshooting.
Collaboration	Seamless operation of video, chat, and meeting platforms (e.g., Teams, Webex).
Microsoft M365	User lifecycle management, mail flow administration, policy configuration, and service performance monitoring.
Connectivity	WAN, SIP, and carrier circuit oversight for stable access across all locations.

CROSS-PLATFORM CORE SERVICES

Standard with every tier, these services support holistic visibility and operational maturity:

- Performance Monitoring with dynamic baselines and anomaly detection
- Real-time Alerting & Automated Escalation using thresholds tailored to your environment
- Service Desk Coverage via phone, email, and portal—24x7 with SLA-backed triage
- ITSM & CMDB Management integrated into your platforms
- Root Cause Analysis for recurring or high-severity issues with executive reporting
- Change Management & Governance, including pre-checks, rollback procedures, and audit trails
- Service Request Fulfillment handled by Level 1-3 engineers
- Health Checks for infrastructure stability, compliance, and drift detection
- Proactive Risk Assessment based on known vulnerabilities and environment deltas
- Executive Dashboards & Reporting tailored to business and IT stakeholders

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Service Workflows & Escalation

ANM's support process is structured to deliver speed, clarity, and accountability, from the moment an alert is triggered to full resolution and RCA. Every incident is routed through a standardized ITIL-based workflow to ensure consistency and alignment across teams. You get visibility into every step, with severity-based SLAs and built-in documentation.

INCIDENT TRIAGE WORKFLOW

- Alert generated via monitoring tools or customer submission
- ANM Service Desk acknowledges and logs the incident
- Initial triage performed with priority classification (P1–P5)
- Escalation to engineering teams (ANM and/or customer-defined)
- Resolution updates pushed to dashboards and ticketing platforms
- Root Cause Analysis conducted for P1 and P2 issues

PRIORITY LEVEL	DESCRIPTION	ACKNOWLEDGMENT	RESPONSE WINDOW
P1 – Major Business Impact	Critical outage, core system failure	< 15 minutes	24x7 immediate engagement
P2 – High Business Impact	Significant disruption, degraded performance	< 60 minutes	24x7 response
P3 – Limited or Single-User Impact	Localized issue, non-urgent	< 4 hours (business hours)	Business hours response
P4 / P5 – Low / Non-Urgent	Informational, scheduled tasks	< 1 business day	Scheduled response within 4 days



How ANM Operates Your Business

We embed into your environment, technically and strategically. Our client-centered model:

- Aligns roles with your internal staff and ensures clarity on who does what
- Integrates tools so dashboards, tickets, and alerts are visible to both sides
- Manages to SLAs, but operates to your standards
- Proactively identifies gaps through service reviews and RCA deep dives

Our Platform: Visibility, Intelligence, and Automation

Transparent Monitoring

Dashboards, analytics, and reporting give your team real-time insight into network health, performance, and ticket status.

Proactive Management

Advanced correlation and early-warning logic prevent incidents before they impact business, driving uptime and continuity.

Automated ITIL Workflows

Our system automates incident, problem, and change management to eliminate human error and accelerate resolution.

Stuck to Strategic

Most managed services stop at maintenance. ANM helps you move forward from day 1. Whether you're buried in alerts or behind on initiatives, we bring the structure, visibility, and engineering strength you need to deliver the outcomes that matter most to you.

- Proprietary IT Ops platform with integrated monitoring, change, and event workflows
- Strategic Customer Success Management that connects technology to business KPIs
- Full transparency through shared tooling, dashboards, and knowledge transfer
- Engineers certified across next-gen domains: SD-WAN, HCI, Contact Center, Cloud
- Flexible service design to match scope, budget, and internal capabilities

Get Started

Talk to ANM about a managed services model scoped to your environment, your team, and your roadmap.

TALK TO AN EXPERT

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