



Contact Us Today!

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# MANAGED IT SERVICES

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# One Solution, Your Success!

MotivIT's comprehensive **Managed Services** portfolio provides 24/7 support of your mission-critical IT infrastructure through a single point of contact simplifying your overall administration. Our team of engineers can easily *integrate with your existing IT teams and processes* OR *completely manage everything from the ground up*. From data centers, servers and network devices to custom engineered solutions, we follow closely industry best practices to ensure everything is managed to world-class standards!

Direct benefits include immediate cost savings, optimized productivity and improved responsiveness while we align your IT operations to match the strategic direction of your business through a standardized IT environment and predictability in services delivery. Fully-supported by our **Global Service Desk** and **Network Operations Center**, we have solutions in place for all your current and future requirements:



#### **Data Center**

Complete management from deployment & commissioning to maintenance and daily operations systems monitoring



#### **Servers and Network**

Proactive and continuous support of devices round-the-clock keeping all systems healthy and ready to go



#### **Virtual CIO**

Solving your business challenges by learning the problems and establishing the right IT processes and systems with an IT roadmap



#### **Workforce Monitoring**

Control and safeguard your organization's key intellectual property (IP) by tracking your data in real-time



#### **Business Continuity & Disaster Recovery**

Prepare for and quickly recover from unplanned situations and disruptive events



#### **Managed Security**

Reduce security risks and exposure by assessing your IT systems vulnerability and taking necessary action

# Key Features

## SERVICES BREAKDOWN



### 24/7 Support

- ✓ Round-the-clock Tier 1 support incidents by the Network Operations Center including weekends and holidays

### 24/5 Afterhours Support

- ✓ Afterhours Support begins at 6 PM – 8 AM PST including weekends and holidays

### Managed IT Security

- ✓ We assess your IT environment vulnerabilities and ensure basic security countermeasures are in-place

### Knowledge Base

- ✓ Our agents continuously develop and maintain documentation specific to your needs which ensures rapid resolution for frequent and common support incidents

### Monthly Reports

- ✓ Generated Report includes the following information:
  - Company Details
  - Plan availed
  - Assigned Technical Account Manager/s
  - Managed IT Inventory
  - Open Support Tickets

### Dedicated Client Portal

- ✓ Through our custom **MotivIT ONE** platform, clients will have exclusive insight into their IT operational performance and will be able to spend more time focusing on the business instead of solving break/fix issues as they arise.

# Other Services

## VALUE ADDED SOLUTIONS



### Virtual CIO

- Formulate IT Strategy
- Plan Cost-Effective IT Budget
- Determine New Opportunities
- IT Project Management
- Plan and Manage Business Processes and Continuity
- Create Contingency Plans

### Workforce Monitoring

- ✓ Help protect your organization against:
  - Negligent retention litigation
  - Potential exposure to threats
- ✓ Risk, fraud, and Intellectual Property (IP) theft

### Business Continuity & Disaster Recovery

- Strategic planning for your Business to continue operations with minimal service downtime with a well prepared Disaster Recovery Plan

### Managed Security Services

- ✓ Oversee information security needs with round-the-clock monitoring and management of network systems and firewalls with regular audits

### Regulatory Compliance (HIPAA, SOX, GLBA)

- HIPAA (Health Insurance Portability and Accountability Act of 1996) is United States legislation that provides data privacy and security provisions for safeguarding medical information.
- Sarbanes-Oxley Act (SOX) to protect shareholders and the general public from accounting errors and fraudulent practices in enterprises, and to improve the accuracy of corporate disclosures.
- The Gramm-Leach-Bliley Act (GLB Act or GLBA) is also known as the Financial Modernization Act of 1999. It is a United States federal law that requires financial institutions to explain how they share and protect their customers' private information.

## Solution Overview

Choose the best solution for your business. Three simple plans, one powerful service.

Features	BASIC < 10 Users/Devices	SMB < 250 Users/Devices	ENTERPRISE > 250 Users/Devices
<b>24/7 Remote Monitoring &amp; Management</b> All devices (servers, firewalls, routers, end user workstations) are continuously monitored and managed for top performance.	✓	✓	✓
<b>Support Hotline</b> Access to live dispatch agents during business hours for prompt assistance in support coordination and general inquiries.	✗	✓	✓
<b>24/5 Afterhours Support</b> Fielding of Tier 1 support incidents by the Network Operations Center during non-business hours.	✗	✓	✓
<b>24/7 Support</b> Round-the-clock Tier 1 support incidents by the Network Operations Center including weekends and holidays.	✓	✓	✓
<b>Quarterly Business Reviews</b> Assessment of the current state of IT vs established objectives and continue to work on successfully achieving those goals.	✗	✓	✓
<b>Monthly Reports</b> Obtain operational insight into your IT performance through useful metrics in dashboards all accessible by our custom client portal.	✓	✓	✓
<b>Real-time Triage &amp; Resolution</b> Live GSD & NOC agents assess incoming incidents in real-time & in most instances are able to resolve the problem right away.	✗	✓	✓
<b>Knowledge Base</b> System for storing and updating client support processes and procedures, workflows and documentation.	✓	✓	✓
<b>External Escalations</b> To escalate and follow-up on incidents with 3 <sup>rd</sup> parties externally such as ISPs, hardware and software vendors for complete troubleshooting and resolution.	✗	✓	✓
<b>IT Process Automation &amp; Customization</b> Utilize standard NOC runbook automation procedures and customize suitable incident management processes to fully support client environment requirements.	✗	✓	✓
<b>Root Cause Analysis</b> Perform post-mortem of critical incidents to generate root cause analysis and corrective actions.	✗	✓	✓

Features	BASIC < 10 Users/Devices	SMB < 250 Users/Devices	ENTERPRISE > 250 Users/Devices
<b>Strategic IT Planning</b> Perform an initial assessment of your infrastructure environment and preparation of an enterprise IT Roadmap.	✗	✗	✓
<b>Client Endpoint Protection</b> Integrated security defense layer to respond, mitigate and if necessary recover against viruses, malware and spyware threats.	✓	✓	✓
<b>Patch Management</b> Automated deployment of critical patches and service packs as well as device firmware and operating system updates.	✓	✓	✓
<b>Dedicated Client Portal</b> A platform where Client IT performance can be monitored with shareable digital files & information stored for authorized users access only. Clients can also generate monthly reports in a pdf format.	✓	✓	✓
<b>Unlimited Remote Support</b> Fielding of Tier 1/2/3 support incidents by the Global Service Desk during business hours. Break/fixes, administrative tasks and software changes and installations as needed. All other tasks considered as "out of scope" and will be quoted accordingly.	✓	✓	✓
Response Time Resolution Time (subject to nature of issue)	1 hour Same day	30 mins < 4 hrs	15 mins < 1 hr
<b>Global Onsite Support</b> Available on per call basis, US and APAC region Response Time	Standard rates Next business day	Preferred rates < 8 hrs	Preferred rates 4 hrs

## About MotivIT Group

MotivIT is a global IT services outsourcing organization headquartered in Silicon Valley with strategic holdings in advanced technologies and contact center operations delivering professional expertise in Managed IT Services, Global Service Desk, Network Operations Center, Cloud Services, and Software Development by assuring superior technology & process integration with continuous innovation and quality.





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