



MANAGED INFRASTRUCTURE

REMOTE MONITORING & MANAGEMENT

As businesses strive to remain competitive and agile, the IT administrative burden is greater than ever today. Sparkhound’s Managed Services Team is here to help. From the desktop to the datacenter, our certified Microsoft, Citrix and Cisco consultants have deep experience with all aspects of virtualization, networking, servers and patch management. Collaborate with talented professionals who live for delivering great customer experiences, freeing precious IT resources for new capabilities or enhancements that deliver true business value.

OUR MANAGED INFRASTRUCTURE APPROACH



DISCOVER



MANAGE



RESOLVE

OUR VALUE PROPOSITION

With deep knowledge of your infrastructure needs, Sparkhound administrators bring several key advantages to reduce your long-term business risk:



- Remove ongoing administrative burden of managing multiple systems and applications
- Maximize your infrastructure investment with a predictable monthly operating expense
- Receive an SLA with a guaranteed response time for Tier 2 and Tier 3 support
- Maintain ongoing health of your environment through monthly reports and user-defined monitoring and management tool-sets - 24 hours a day, 7 days a week





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DISCOVER

ASSESS & REVIEW: During the knowledge-transfer phase, we'll collaborate with you to understand your infrastructure and support needs. Our goal is to assess your environment and build accurate technical requirements that define pro-active, operational support measures.

Technical Requirements

Custom Incident Escalation Procedures

User-defined Monitoring & Alerts

Device Discovery



MANAGE

CONFIGURE & MANAGE: Whether serving as your primary Administrator or expert for escalation support, Sparkhound's certified consultants are committed to managing routine tasks for optimal performance of your environment.

SERVICE	STANDARD	OPTIONAL
Server Alerting/Monitoring	X	
Workstation Alerting/Monitoring	X	
Network Device Alerting/Monitoring	X	
Remote Control	X	
Patch Management	X	
Health\Status Reporting	X	
Service Desk Ticket Integration	X	
Advanced Support for Devices	X	
Anti-Virus		X
PC Inventory Tracking		X
Backup Monitoring		X



RESOLVE

ADMINISTER & REPORT: With deep knowledge of your infrastructure, your dedicated team of administrators use a proven trouble-shooting methodology and enterprise monitoring and management tools to expedite resolution time.