

Managed Services – Solution Overview

Managed Services is a service program that provides remote, on-site, on-going monitoring and maintenance of your IT environment. The advantage is simple. By providing a range of system monitoring and management services, we track your system performance and are notified before a problem turns into downtime.

Did you know:

- On average companies estimate 14 days of lost productivity per employee?
- 60% of IT related costs are related to downtime and lost productivity?

Sovran provides remote monitoring and management of our clients' critical applications, workstations, servers, switches, firewalls, networks, databases and more. With this monitoring technology we can proactively maintain your computer network(s), providing resolutions to issues in many cases before you even experience a problem.

Solution Options:

Select Services – Sovran offers the option for you to purchase managed services with a mix n' match approach where you can select the devices and applications you want covered and, more importantly, at what level of service (Essentials, Professional and Premium) maximizing your flexibility. This allows the program to be custom tailored to your specific needs.

Total Care – Sovran offers a complete IT services offering for customers that do not wish to be involved in the operations, optimization and/or repair of their IT environment. Sovran applies standards and best practices to the customer's network and provides complete care of all network elements at a fixed cost including unlimited support. By proactively managing networks and systems, Sovran can reduce or eliminate problems that may result in outages and/or lost productivity. This reduction in issues and downtime often generates a positive ROI very quickly.